

Service Improvements for 2003

October 2002



TORONTO TRANSIT COMMISSION

Table of contents

Summary 4

Recommendations5

1. Planning transit service.....6

2. Recommended new and revised services..... 10

 192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal..... 10

 58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

 46 MARTIN GROVE – Revised routing at Kipling Station 11

 133 NEILSON – Extension to Morningside Heights 11

 88 SOUTH LEASIDE – Service on Vanderhoof Avenue 12

 112 WEST MALL – Revised service 13

 Additional periods of service on present routes..... 14

 80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop 14

3. Previous recommendations not yet introduced 15

 143 DOWNTOWN/BEACH EXPRESS – Extension on Kingston Road..... 15

 37A ISLINGTON – Operate via Woodbine Racetrack 15

 58 MALTON – Saturday service to Westwood Mall..... 15

 92 WOODBINE SOUTH – Revised service south of Queen Street..... 16

4. Proposals examined and not recommended 17

 Bayview Avenue – Service between Sutherland Drive and Millwood Road 17

 Comstock Road – New service..... 17

 Downtown Express service from Lake Shore Boulevard 18

 29 DUFFERIN – New service on Glencairn Avenue 18

 47 LANSDOWNE – Extension south of Queen Street..... 18

 56 LEASIDE – Revised service east of Laird Drive 19

 59 MAPLE LEAF – Service on Rustic Road 19

 46 MARTIN GROVE – Remove service from Lloyd Manor Road..... 20

 116 MORNINGSIDE – Operate via Coronation Drive and Galloway Road 20

 63 OSSINGTON – Extension to Exhibition Place 20

 Port Union Road – New service between Lawson Road and Island Road 21

 124 SUNNYBROOK – Extension to York Mills Station via Yonge Boulevard..... 21

 Additional periods of service on present routes..... 22

 42 CUMMER – Off-peak service east of Kennedy Road to Middlefield Road..... 22

 502 DOWNTOWNER – Evening service..... 22

 122 GRAYDON HALL – Evening and Saturday service..... 22

 56 LEASIDE – Off-peak service on Laird Drive 22

 59 MAPLE LEAF – Weekend service 22

 72 PAPE – Off-peak service to Union Station 22

 134 PROGRESS – Saturday service north of Finch Avenue 22

 134 PROGRESS – Sunday service north of McLevin Avenue 22

 80 QUEENSWAY – Late evening service west of Humber Loop..... 23

 80 QUEENSWAY – Late evening service east of Humber Loop..... 23

 92 WOODBINE SOUTH – Late evening service 23

5. Post-implementation reviews of new services 24

 Corporate Drive – Improved service 24

 309 FINCH WEST – Overnight service to Humberwood Loop 24

 14 GLENCAIRN – Monday-Friday midday service..... 25

191 HIGHWAY 27 ROCKET – Monday-Friday midday and evening and Saturday service..... 25

102 MARKHAM RD – Saturday, Sunday, and holiday service north of Sheppard Avenue..... 25

130 MIDDLEFIELD – Sunday service..... 25

131 NUGGET – Revised service on Morningview Trail 26

131 NUGGET – Saturday evening service 26

65 PARLIAMENT – Sunday service..... 26

134 PROGRESS – Monday-Friday evening service to Centennial College 27

80 QUEENSWAY – Sunday and holiday service west of Humber Loop..... 27

109 RANEE – Saturday late evening service 27

168 SYMINGTON and 161A ROGERS RD – Extension to Weston Road (Avon Loop)..... 27

68 WARDEN – Extension to Steeles Avenue..... 27

165 WESTON RD NORTH – Sunday late evening service to Finch Avenue 28

319 WILSON – Overnight service on Martin Grove Road north of Finch Avenue 28

Appendices

Appendix A – Service changes, 2001-2002 29

Appendix B – Services with poor financial performance, 2002 30

Appendix C – Ridership and cost statistics for bus and streetcar routes, 2002 35

Glossary..... 38

Index of service changes by city ward 39

Index of streets, routes, and locations..... 41

Summary

This report on *Service Improvements for 2003* presents a comprehensive evaluation of proposals for new and improved transit service which have been received from customers, City councillors, and TTC staff. A total of 33 proposals have been reviewed. The report recommends ten service changes, to be made in 2003, following a period of consultation.

After a period of gradually increasing ridership on the TTC, ridership has now levelled off, in common with the trend since 2001 at other transit agencies. Transit ridership in Toronto had fallen through the early 1990s, from a high of 463-million customer-trips in 1988 as the recession reduced the number of people working. Transit ridership fell further, to a low of 372-million trips in 1996, as the result of service cuts and fare increases that had to be made because of reductions in subsidy for the TTC from the municipal and provincial governments. TTC ridership for 2002 is now projected to be approximately 415-million customer-trips, compared to the 420-million customer-trips made in 2001, and the 410.6-million trips made in 2000.

Because of the reductions in subsidy for transit from the municipal and provincial governments, the TTC now relies to a much greater extent on revenue from fares paid by customers than it did in the early 1970s and the 1980s. In 2002, it is projected that more than 80 percent of the TTC's operating budget will be paid by customers. Meeting customers' travel needs has thus become, more than ever, the key to success for public transit. For this reason, it continues to be important that the TTC respond, as its first priority, to customers' changing travel needs and make service improvements to attract new customers to the TTC system.

This report recommends ten changes to improve service, which are listed on the next page. These changes would improve service for approximately 1.4-million customer-trips each year, by providing transit service to areas that are now beyond a convenient walking distance of bus and streetcar stops, by reducing travelling time, or by reducing the number of transfers required. The service improvements are expected to increase ridership on the TTC by approximately 100,000

customer-trips each year, and to increase fare revenue by approximately \$160,000 each year.

Six of the recommendations would improve service without additional operating costs. By making these changes, more customers will be attracted to the TTC, the TTC's productivity will be increased, and the TTC's fare revenue will be increased, without an increase in the cost of operations.

Four recommendations would require additional funding. These services would be implemented with no net increase to the TTC's operating costs by reallocating resources from service reductions on routes with poor financial performance. These routes are identified in Appendix B.

All of the recommended service changes will be introduced for a trial period. A post-implementation review will be conducted after six months of operation. Any trials of service changes which have not achieved the expected ridership levels or benefits for customers will be reported to the Commission, with recommendations for further service changes as appropriate.

An analysis was undertaken of the financial performance of every route in the TTC system. The analysis indicates that 73 routes currently have periods of service with poor financial performance. If service reductions are required in the future, either because of declining ridership or because of reductions in funding, then service reductions would be made or these routes would be recommended for removal.

The report also includes post-implementation reviews of 16 service changes which have been operating on trial for six months or more. These service changes have achieved the results expected and are recommended for approval as part of the regular TTC network. Funding for these services is part of the approved budget.

A period of consultation will begin upon the adoption of this report, and comments are requested from City councillors by January 10, 2003. A report on the consultation will be presented to the Commission in February 2003. Service changes would begin May 11, 2003.

Recommendations

New and revised services

No additional operating costs

- 192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal
- 46 MARTIN GROVE – Revised routing at Kipling Station
- 88 SOUTH LEASIDE – Service on Vanderhoof Avenue
- 112 WEST MALL – Revised service

Additional operating costs to be funded by reallocation from poor-performing existing services

- 58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3
- 133 NEILSON – Extension to Morningside Heights
- 80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop

1. Planning transit service

The TTC has two major objectives in planning its transit services:

- To maximise mobility within the City of Toronto by ensuring that public transit is provided in the right places, at the right times, to satisfy the changing travel needs within the community.
- To ensure that all transit services operated by the TTC are as efficient and cost-effective as possible and, therefore, affordable to both TTC customers and taxpayers.

In order to fulfil these objectives, the TTC undertakes a range of transit planning activities, governed by the service standards which have been adopted by the Commission. The service standards are a systematic and objective means of planning, monitoring, adjusting, and evaluating transit services throughout Toronto. The standards provide a mechanism for measuring the trade-offs between the benefits achieved by providing more service in one location, the inconvenience caused by removing it from another, and the costs of providing those services.

The sections which follow outline how the level of service and financial performance of routes which are already operating are monitored, and how proposals for new services and service changes are evaluated.

Monitoring and adjusting present services

There are four components to the TTC's ongoing monitoring and adjustment of transit services.

The first, the ridership monitoring and service adjustment programme, has as its primary objective the continuing adjustment of transit service levels and hours of operation to match changing customer needs. Under this programme, ridership counts, customer communications, and observations from operating staff are reviewed and analysed. When passenger counts show that services are overcrowded, the service is made more frequent, to increase the passenger-carrying capacity. Service increases are guided by the vehicle loading standards described later in this section. Adjustments can also be made to the start and finish times of service, and to the scheduled trip times. These changes are made throughout the year, about once a month, subject to the availability of operating resources in the budget.

The second component of service monitoring and adjustment is the review of suggestions and complaints from customers. This source of input provides additional information for adjusting service with respect to the intervals between vehicles, the start and finish times, and other service details.

The third component is the route efficiency review programme. Under this programme, the operation and efficiency of each route are reviewed for each section of the route, and during each period of operation, at a fine level of detail. This review includes a comparison to the TTC's financial standard, an examination of the productivity of individual trips, and an evaluation of whether to make changes

to the times of the first and last trips. After reviewing detailed ridership data, running time and operating information, and customer communications, TTC staff recommend adjustments to service in order to improve efficiency. In each year, over half of the TTC's system is reviewed at this level of detail.

The fourth component is the route management programme. This is an ongoing programme at each operating division, in which service reliability and operations are measured and monitored, and the results are used to improve TTC service. The results are based on the real-life, day-to-day observations of operating staff and the input they receive from customers. Service improvements developed through this programme are also made on a monthly basis.

Appendix A lists the most significant of the many service changes that were made in the past year.

Service frequency standards

The frequency of service on any TTC route is determined by customers' travel needs, according to the TTC's standards of service capacity. The service standards give minimum service levels and maximum acceptable levels of crowding on buses and streetcars.

Minimum levels of service are set to ensure that a reasonable, attractive level of transit service is available on all routes. Service levels below these limits are generally unacceptable from the customers' perspective, and are not attractive enough to develop a consistent base of ridership. The basic minimum level of service for bus and streetcar routes is a 30-minute service. Service will be operated more frequently than this if overcrowding is occurring, based on the vehicle loading standards described later in this section. A 60-minute service will be operated if the ridership levels will not support a 30-minute service. On subway lines, the minimum service level is a five-minute service.

The frequency of service is made better than the minimum when crowding on vehicles increases above acceptable limits. The TTC's vehicle loading standards define the upper acceptable limit of crowding, for each type of vehicle at different times of the day. The vehicle loading standards are used in the route monitoring and service adjustment process described earlier, and services which are overcrowded will have service increases made at the next possible opportunity.

The vehicle loading standards listed later in this section are compared to the average number of customers that have been observed on each vehicle during the busiest 60-minute period. Within that hour, some individual trips may carry more customers than the vehicle loading standard, but no trips will be scheduled to regularly carry more customers than can be safely and comfortably accommodated.

Evaluation of service changes

Changes to TTC services are made regularly and frequently, to meet the changing transit requirements in the city. Small

TTC VEHICLE LOADING STANDARDS

	Peak periods		Off-peak times	
	<i>Any frequency of service</i>		<i>Service less frequent than once every 10 minutes</i>	<i>Service once every 10 minutes or more frequent</i>
	<i>Number of customers</i>		<i>Number of customers</i>	<i>Number of customers</i>
Buses				
Standard 40-foot bus	57	39	49	
Lift-equipped 40-foot bus	57	36	45	
Orion VI 40-foot low-floor bus	50	28	35	
New Flyer D40LF 40-foot low-floor bus	51	35	44	
Orion VII 40-foot low-floor bus	55 ¹	38 ¹	48 ¹	
<i>The average number of customers on each bus during the busiest 60 minutes of each period of service is compared to these numbers.</i>				
<i>Note 1 – To be confirmed after Orion VII buses are introduced in 2003.</i>				
Streetcars				
Standard 50-foot streetcar (CLRV)	74	46	58	
Articulated 75-foot streetcar (ALRV)	108	61	76	
<i>The average number of customers on each streetcar during the busiest 60 minutes of each period of service is compared to these numbers.</i>				
Rapid transit				
Subway train (6 cars)	1100	—	400 to 500	
Subway train (4 cars)	730 ²	—	260 to 330 ²	
Scarborough train (4 cars)	220	—	100 to 130	
<i>The average number of customers on each train during the busiest 30 minutes of each of the peak periods is compared to the peak period numbers.</i>				
<i>The numbers for rapid transit at off-peak times represent the number of customers on typical heavily-loaded trains and are not a standard. Six-car subway trains are operated on the 1 YONGE-UNIVERSITY-SPADINA and 2 BLOOR-DANFORTH subways, and 4-car subway trains will be operated on the 4 SHEPPARD subway.</i>				
<i>Note 2 – To be confirmed after the 4 SHEPPARD subway is operating.</i>				

changes, developed through the continuous monitoring of services, are introduced monthly.

Changes which are more substantial, either affecting the travel options of current TTC customers, or requiring additional resources for operation, undergo a more rigorous review and are examined once a year. Included in this category are requests and proposals for new routes or route extensions, new express services, additional periods of service on the present routes (e.g., new weekend service), and major changes to the structure of routes in a community.

Proposals for major changes are first reviewed for conformity with the TTC's basic route and system design guidelines, which are part of the service standards. The design guidelines stipulate that new transit services will be provided only if they would serve people beyond 300 metres of a service which is already in place (200 metres where there is a higher-than-average proportion of seniors), that surface routes should be designed to maximise interconnection with rapid transit stations, and that any service change must result in an overall benefit for customers (measured by calculating the change in weighted travel time, as described in the following section). Any proposed service change which would

contravene these guidelines is usually not considered eligible for operation.

Comparison of effects on customers

One of the design guidelines for service changes is that they must result in an overall benefit for customers. The net benefit is measured by estimating the net change in weighted travel time for customers.

Each of the four components of a trip – walking to the stop, waiting for the bus or streetcar to arrive, riding in the vehicle, and transferring from one vehicle to another – is weighted differently, according to how each is perceived by customers and how it affects customers' travel decisions.

Research indicates that the time spent travelling in the bus, streetcar, or subway train is the least onerous part of making a trip, because the customer is travelling on his or her way to the destination. But the other components can be regarded as obstacles or delays of differing magnitude to getting to the customer's destination. For example, one minute of walking time can be more inconvenient than one minute of waiting time. The customer is, therefore, placing a different importance on each component of the transit trip. Weights that

estimate customers' perceptions of importance are used in the evaluation process for proposed changes to transit service.

The weights that are applied to each component of a trip were developed from research based on several surveys of travel behaviour. With the use of these weights, it is possible to predict customers' travel patterns.

Trip component	Weight
Each minute of in-vehicle travelling time	1.0
Each minute of waiting time	1.5
Each minute of walking time.....	2.0
Each transfer.....	10.0

These weights imply, then, that one minute of walking time is equivalent to two minutes of in-vehicle travelling time, that one minute of waiting time is equivalent to 1.5 minutes of in-vehicle travel time, and that one transfer is equivalent to 10 minutes of in-vehicle travel time. Using the transfer weight as an example, customers have been observed to ride up to 10 minutes longer in a bus to avoid making a transfer.

To make recommendations on proposed service changes, the change in weighted travel time is calculated for each group of customers who are affected by a change, both those for whom the change will improve their service and those for whom the change will cause an inconvenience. The change in time of each component is multiplied by the number of customers affected by the change and by the weight of the component. The numbers for all the groups are then added, to arrive at a change in weighted travel time.

Proposals which have an overall benefit for customers are those with a net reduction in weighted travel time. These beneficial proposals will also, over time, attract increased numbers of customers to the TTC's transit services.

Funding of new services

The cost of operating the TTC is paid, to a very large extent, by the fare revenue from customers. This year, fares are expected to cover more than 80 percent of the TTC's operating costs. The remainder of the cost of operations is paid by the City of Toronto.

Most new transit services do not attract enough new revenue to cover the additional cost of operating the service. The net cost, after new revenue is taken into account, must be covered through some combination of increased funding from the City of Toronto, increased general fare revenues through a fare increase, or by reducing costs elsewhere by removing or reducing another service.

Over the past several years, in order to ensure that the TTC's budget was balanced, any capacity which was surplus to ridership requirements was removed. Thus, today, there are very few opportunities to remove service from other routes to fund the introduction of new or improved services. There remains the possibility of completely eliminating, as opposed to reducing, service on the most lightly-used routes at certain times of the week, though this approach can be disruptive to the overall established travel patterns within an area.

The TTC's budget is established each year based on a forecast of how much service will be required, overall, to carry the forecast ridership levels. The issues of seeking increased funding from the City of Toronto, raising fares, or cutting service will be considered as the TTC's budget for 2003 is developed.

Financial standard and comparisons

The TTC's financial standard is that a service change will be made only if it improves the financial situation of the TTC. This means that, if the cost of operating the new service is paid-for by removing another service, the number of customers who would start using the TTC because of the introduction of the new service must be greater than the number of customers who would stop using the TTC because of the removal of the other service. This standard allows business decisions to be made as to whether a service should be kept, modified, or removed.

The introduction of a new service will lead to increased ridership, but with a higher cost. The financial performance of the new service can be measured as the number of customers gained per dollar spent. A similar measure can be used to evaluate fare increases (customers lost per dollar gained) and service reductions (customers lost per dollar saved). Using the same measure for evaluating options in all three situations allows staff to consistently recommend changes which will increase the TTC's overall ridership and improve the financial performance of the system.

Research on customers' behaviour has shown that the ridership effects of these three options – adding service, eliminating service, or raising fares – balance at 0.23 customers gained or lost per dollar spent or saved. Overall, ridership on the TTC will always increase if services above that level are added, and services below that level are removed to pay for them.

The TTC's financial standard is applied this way: New services will not be introduced if the number of customers gained per dollar spent is below 0.23. Services which are on trial will be eliminated if the number of customers gained per dollar spent was below 0.23. Other services which are already being operated will be modified to reduce their costs or to increase fare revenue if the number of customers gained per dollar spent is below 0.23. If no suitable changes can be found for routes on which the number of customers gained per dollar spent is under 0.23, and if service reductions are required, either because of declining ridership or reductions in funding, then these services would be recommended for removal.

All TTC services undergo a continuing examination of their financial performance and efficiency. The first component of this review is the route efficiency review programme. This, as described earlier, includes a financial evaluation of individual trips and the branch structure of the route. The second component is a calculation of the financial performance of every route, at every time of the week that it runs. Routes with a financial performance below the minimum

of 0.23 customers gained per dollar spent are examined in detail once every year. Minor service changes, such as a reduction in frequency or the removal of some trips, will be made at the next monthly schedule change. Major service changes, such as a change in route or the removal of service at certain times of the day, may be recommended to the Commission. This year's review of the routes with poor financial performance is described in Appendix B of this report.

If service cuts were to be required because of reductions in funding, or because of declines in ridership, the services with the poorest financial performance would be the ones selected to be removed. This would ensure that the service cuts would result in the least possible decline in ridership and thus the least possible loss of fare revenue.

This systematic approach of measuring financial performance, matching supply and demand, and determining the effects on customers ensures that, if services must be reduced to re-allocate resources or to meet budgetary requirements, the reductions will be made where the removal of service would have the least detrimental effect on customers' travel needs and the TTC's financial situation.

Consultation

The TTC receives comments about service and suggestions for service changes from customers all year long. Customers' comments about their travel needs and experiences on the TTC are an important source of information for managing the TTC system. Based on this information, as well as that gathered from other sources, service changes such as changes to the interval between vehicles on a route or to the start and finish times of a service are made on a routine basis as part of the TTC's mandate to match the levels of service to customers' travel needs.

Some comments from customers suggest larger service changes, such as the introduction of new routes or the reorganisation of a network of routes in a certain part of the city. TTC staff also ask City councillors each year for suggestions of this type. These proposals are examined as the annual report on service improvements is prepared.

When a recommendation is brought forward to the Commission in the report on service improvements, a consultation period begins, during which the TTC solicits comments on the recommended changes. During the consultation period, City councillors may undertake a process of public consultation. TTC staff are available to attend public meetings and to provide information and assistance regarding any proposed service changes. At the end of the consultation period, TTC staff review the comments received and, if appropriate, recommend changes to the proposals that would result in a further-improved service or a greater net benefit for customers. The revised proposals are then brought back to the Commission for approval. Customers or others may make a deputation before the Commission at this time if they disagree with the staff recommendations.

Post-implementation reviews

Every new service that the TTC introduces is initially operated for a trial period of at least six months, during which the service is promoted, and a consistent ridership level becomes established. After six months, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. Service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes, extensions, and additional periods of service, which have been introduced at an additional cost, undergo a financial review to check that the service meets the TTC's financial standard. The review also considers comments that have been received from customers and the experience that has been gained in operating the service.

A service change which has met its performance objectives is recommended to be made a regular part of the TTC system. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes or to remove the service.

The compulsory post-implementation review of every trial of a service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

2. Recommended new and revised services

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal

Origin of proposal: TTC staff, Councillor Mihevc

City wards: Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore, Ward 11 York South-Weston, Ward 12 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 17 Davenport, Ward 21 St. Paul's, City of Mississauga

Time periods: Seven days a week

It is recommended that the 192 AIRPORT ROCKET bus route, the 58 MALTON bus route, and the 307 EGLINTON WEST overnight bus route be extended at all times to the new terminal at Pearson Airport, to be known as T1-New. This change would be made when the new terminal opens, which is expected to be in October 2003. This change would reduce travel time for customers, and would eliminate the need to transfer between terminals using the airport-operated inter-terminal shuttle buses.

All three routes would continue to operate to Terminal 2 and Terminal 3 (service to Terminal 3 on the 58 MALTON and 307 EGLINTON WEST routes is the subject of a separate recommendation in this report, and would be implemented in early 2003, before the extension to T1-New). With this change, all terminals would be served by all three TTC bus services to the airport. The exact routing of service to T1-New would be determined closer to the time of implementation, once the under-construction road network is completed, and after discussion with Greater Toronto Airports Authority staff.

The change would make service better for customers at the airport by reducing travel time and eliminating a transfer with the airport inter-terminal shuttle bus. This change would make service worse for some TTC customers, by increasing their travel time at the airport as they are carried out of their way via T1-New. Overall, the change would make service better for customers. There would be no increase in operating costs as a result of this change.

TTC ridership to Pearson Airport has increased substantially in recent years, and the service is important for Toronto residents travelling to the airport. Approximately 2100 customer-trips are made each day at the airport on the three TTC routes, an increase from approximately 300 daily customer-trips five years ago, when only one TTC route served the airport.

Further changes to the routings may be necessary, as usage of Terminal 2 and Terminal 3 by airline passengers and airport employees changes after T1-New opens. TTC ridership at Pearson Airport would be monitored, and any further routing change recommendations would be presented to the Commission in future reports on service improvements.

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3

Origin of proposal: TTC staff; Public meeting, April 9, 2002; Councillor Mihevc

City wards: Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore, Ward 11 York South-Weston, Ward 12 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 17 Davenport, Ward 21 St. Paul's, City of Mississauga

Time periods: Seven days a week

It is recommended that the 58 MALTON bus route and the 307 EGLINTON WEST overnight bus route be changed to provide new service to Terminal 3 at Pearson Airport, seven days a week. The change would provide new direct TTC service to Terminal 3 from the 1 YONGE-UNIVERSITY-SPADINA subway. The service by these two routes to Terminal 2 would continue, and a further extension of all three TTC airport routes to the new terminal later in 2003 is the subject of a separate recommendation in this report.

The change would make service better for customers at the airport by reducing travel time and eliminating a transfer with the airport inter-terminal shuttle bus. Since an extension of the 58 MALTON route to Terminal 2 was last examined, in the report on *Service Improvements for 2002*, the usage of Terminal 3 has increased, and more-recent information has been received from the Greater Toronto Airports Authority.

It is projected that approximately 265 customer-trips would be made each day at Terminal 3 on the 58 MALTON and 307 EGLINTON WEST routes. Approximately 45 of these would be new to the TTC. This change would make service worse for some TTC customers, by increasing their travel time at the airport as they are carried out of their way via Terminal 3. Approximately 285 customer-trips each day would have a longer travel time.

One bus would be required during the morning peak period to provide the new service on the 58 MALTON route, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the new service would meet the TTC's financial standard, and it is therefore recommended.

There would be no increase in operating costs as a result of the change to the 307 EGLINTON WEST route. Overall, the change in weighted travel time shows that the benefit for customers of fewer transfers or a shorter walking distance is more important than more travel time, and that, overall, the change would make service better for customers.

46 MARTIN GROVE – Revised routing at Kipling Station

Origin of proposal: TTC staff

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore

Time periods: Seven days a week

It is recommended that the 46 MARTIN GROVE route be changed so that buses travel directly via Kipling Avenue when arriving and departing from Kipling Station. The change would reduce travel time for customers.

Buses on the route would operate south on Kipling Avenue and west on St. Albans Road to Kipling Station, and would return east on St. Albans Road and north on Kipling Avenue. Service would be removed from Bloor Street, between Kipling Avenue and Aukland Road, and from Aukland Road, between Bloor Street and St. Albans Road. The change would be made with no increase in operating costs.

The change would make service better for customers travelling to and from Kipling Station, who would have a faster trip. Approximately 3300 customer-trips each day would have a faster trip. The change would make service worse for customers who now use the stops on Bloor Street and Aukland Road. Approximately 280 customer-trips which are made on the section of Bloor Street between Kipling Avenue and Aukland Road would have a longer walk to the nearest bus stop, and approximately 80 customer-trips which are made on Aukland Road would have a longer wait for bus, as this street would only be served by the 49 BLOOR WEST route. The change in weighted travel time shows that the benefit of shorter travel time is more important to customers than the inconvenience of a longer walk and longer wait. Overall, the change would make service better for customers. For this reason, it is recommended.



133 NEILSON – Extension to Morningside Heights

Origin of proposal: TTC staff, Councillor Cho

City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East

Time periods: Monday-Friday peak periods

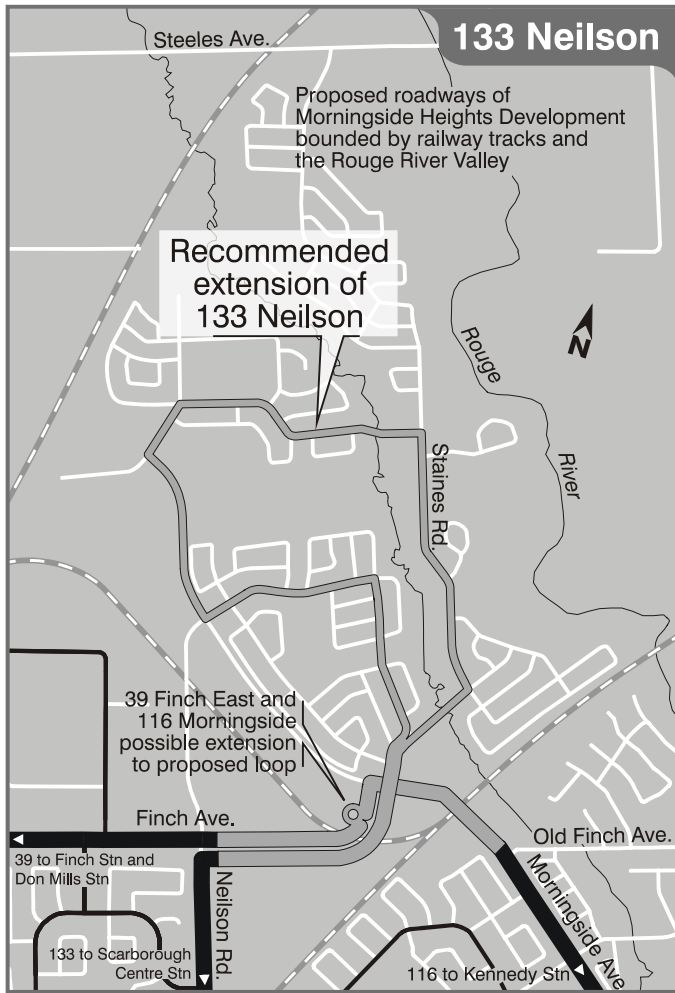
It is recommended that the 133 NEILSON route be extended during the peak periods from Monday to Friday to serve the new Morningside Heights residential development, north of Finch Avenue and west of the Rouge River valley. Buses would operate from the current north end of the route at Finch Avenue by continuing east and north on Finch Avenue, and would loop through the new area via Staines Road and several other new, as-yet-unnamed, streets.

It is projected that approximately 320 customer-trips each day would be made on the new service by July 2003, as occupancy of this new neighbourhood continues. One additional bus would be required to provide this new service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the new service would meet the TTC’s financial standard, and it is therefore recommended.

This change would be implemented only when upgrades to Finch Avenue between Neilson Road and Staines Road are complete, and when the roads within Morningside Heights are open. This change was first examined in the report on *Service Improvements for 2000-2001* and the routing was identified as the preferred route. In that report, it was noted that “City staff have undertaken that the roads that have been identified for possible future transit service will be built to the appropriate standards to allow transit service to be operated.” TTC staff will consult with City staff to ensure that the planned roadways will be suitable for an extension of transit service into this neighbourhood.

An alternative proposal to extend the 42 CUMMER route, instead of the 133 NEILSON route, into the Morningside Heights neighbourhood was also examined. Buses would operate from Finch Station, and would enter the new neighbourhood on a new extension of McNicoll Avenue. This route would attract fewer customers than the 133 NEILSON route, primarily because it would operate less frequently and would have a longer travel time from the subway. Because fewer customers would be attracted to the TTC than on the 133 NEILSON route, the extension of the 42 CUMMER route into Morningside Heights is not recommended.

It was also reported in the report on *Service Improvements for 2000-2001* that two other routes could be extended to serve the southern areas of Morningside Heights. The 116 MORNINGSIDE route could be extended north and west from its present north end at Old Finch Avenue, and the 39 FINCH EAST route could be extended east from its present east end at Neilson Avenue. These buses would turn around at a new bus loop which was proposed to be built at the new intersection of the realigned Finch Avenue and the extended



Morningside Avenue. The extension of the 39 FINCH EAST and 116 MORNINGSIDE routes would be examined at a later date, after occupancy of the community has increased, and the construction and location of the bus loop has been confirmed.

88 SOUTH LEASIDE – Service on Vanderhoof Avenue

Origin of proposal: Councillor Pitfield
City wards: Ward 22 St. Paul’s, Ward 26 Don Valley West, Ward 27 Toronto Centre-Rosedale
Time periods: Monday-Friday peak periods and midday, Saturday daytime

It is recommended that the 88 SOUTH LEASIDE route be changed to provide service on Vanderhoof Avenue during the peak periods and the midday from Monday to Friday, and during the daytime on Saturdays. This change would reduce the distance needed to walk to the nearest bus stop.

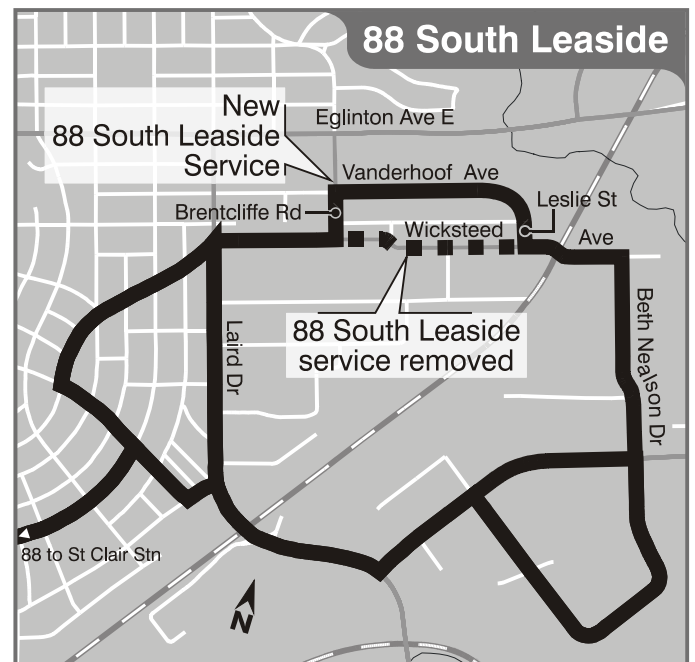
Currently, the 88 SOUTH LEASIDE route operates in both directions via Wicksteed Avenue and Beth Neilson Drive. The route would be changed so that buses would operate, in both directions, via Wicksteed Avenue, Brentcliffe Road, Vanderhoof Avenue, Leslie Street, Wicksteed Avenue and

Beth Neilson Drive. Service would be removed from Wicksteed Avenue between Brentcliffe Road and Leslie Street. A large housing development in the Vanderhoof Avenue and Brentcliffe Road area is now being occupied, and this change would reduce the walking distance to the nearest bus stop for new residents in the area.

Approximately 140 new daily customer-trips would be made on the revised service, and the customers making these trips would have a shorter walk. Approximately 1010 customer-trips each day would have additional travel time, as a result of the additional time required to operate via Vanderhoof Avenue. Approximately 15 customer-trips at the bus stop at Wicksteed Avenue and Copeland Street, which would no longer be served, would have a longer walk to the next-nearest bus stop.

The change in weighted travel time indicates that the benefit of a shorter walk to transit by new customers is more important than the inconvenience of additional travel time, waiting time, and walking time to existing customers, and that, overall, the change would make service better for customers. The change would be made with no increase in operating costs.

Another option was evaluated in which the 56 LEASIDE route would be re-routed to operate via Vanderhoof Avenue, Leslie Street and Wicksteed Avenue, instead of via Laird Drive. The change in weighted travel time of this proposal indicates that the inconvenience of additional waiting time and travel time is more important to customers than the reduced walk time for new customers on the 56 LEASIDE route on Vanderhoof Avenue. Therefore, the 56 LEASIDE routing change is not recommended.



112 WEST MALL – Revised service

Origin of proposal: TTC staff

City wards: Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 5 Etobicoke Lakeshore,

Time periods: Monday-Friday peak periods and midday, and Sunday and holiday daytime

It is recommended that the 112 WEST MALL route be changed so that all buses operate via Rangoon Road, and that the north-end on-street loop be changed so that all buses north of Eglinton Avenue operate in a counter-clockwise direction, northbound on Skyway Avenue and Attwell Drive, and southbound on Carlingview Drive. These changes would reduce waiting time and would simplify a complicated route structure that is confusing to customers. The changes would be made during the peak periods and midday from Monday to Friday, and during the daytime on Sundays and holidays.

Over the portion of the route between Rathburn Road and Eglinton Avenue, all buses would operate in both directions via The West Mall, Wellesworth Drive, Eringate Drive, Rangoon Road, Wellesworth Drive, Gentian Drive and Renforth Drive. This routing is presently used by half the buses in the peak periods and midday from Monday to Friday, and by all buses at off-peak times. With this change, all service would be removed from Eringate Drive, between Wellesworth Drive and Renforth Drive, and from Renforth Drive, between Eringate Drive and Gentian Drive.

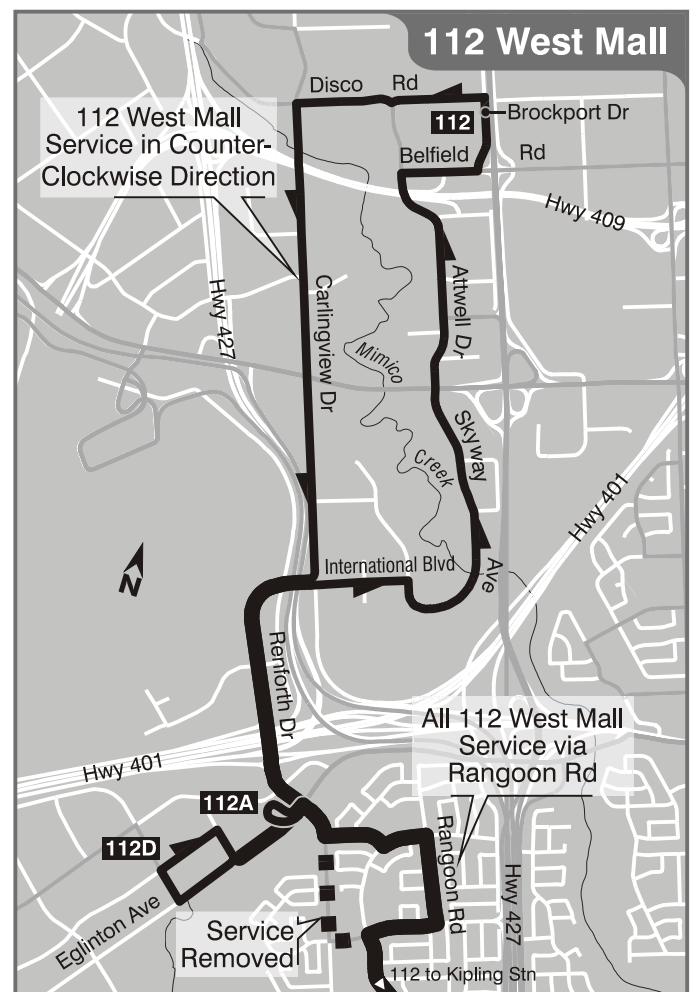
This change would make service better for customers using the stops along Eringate Drive east of Wellesworth Drive, and on Rangoon Road and Gentian Drive, by reducing waiting time. Approximately 200 customer-trips each day would be made with a shorter wait. The change would make service worse for customers travelling along Eringate Drive west of Wellesworth Drive and Renforth Drive south of Gentian Drive, by increasing the walking distance to the nearest bus stop. Approximately 210 customer-trips each day would be made with a longer walk. The change in weighted travel time indicates that the benefit of a shorter waiting time is more important to customers than the inconvenience of a longer walk, and that, overall, the change would make service better for customers. The service change would be made with no increase in operating costs.

The second change to the route would change the north-end on-street loop through the Carlingview/Attwell industrial area so that all buses operating north of Eglinton Avenue would operate in one direction over the on-street loop. Buses would operate via north on Renforth Drive, east on International Boulevard, east on Galaxy Boulevard, north on Skyway Avenue, north on Attwell Drive, east on Belfield Road, north on Brockport Drive, west on Disco Road, south on Carlingview Drive and east on International Boulevard to Renforth Drive. This counter-clockwise only routing would replace the present service, where buses alternate between the counter-clockwise and clockwise routing. With this change, direct southbound service would be removed from Attwell

Drive and Skyway Drive, and direct northbound service would be removed from Carlingview Drive.

This change would make service better by reducing the waiting time for customers travelling north on Skyway Avenue and Attwell Drive or south on Carlingview Drive by reducing waiting times. Approximately 385 customer-trips each day would be made with a shorter waiting time. The change would also simplify the branch structure of the route, which would improve service for customers who currently find the alternating loop operation confusing. Service would be made worse for customers who now use the northbound stops on Carlingview Drive or the southbound stops on Attwell Drive or Skyway Avenue, as these trips would now be made with a longer travel time. Approximately 100 customer-trips each day would be made with a longer travel time.

The change in weighted travel time indicates that the benefit of a shorter waiting time is more important to customers than the inconvenience of longer travel times. Additionally, operation in one direction over the loop would simplify the route structure for customers. The service change would be made with no increase in operating costs.



Additional periods of service on present routes

80 QUEENSWAY –

Monday-Friday late evening service west of Humber Loop

Origin of proposal: Councillor Peter Milczyn

City wards: Ward 5 Etobicoke-Lakeshore, Ward 13 Parkdale-High Park, Ward 14 Parkdale-High Park

Time period: Monday-Friday late evening

It is recommended that new service be provided between Sherway Gardens, Humber Loop, and Old Mill Station during the late evening from Monday to Friday on the 80 QUEENSWAY route. Currently, service between Keele Station and Sherway Gardens is operated during the peak periods, midday, and early evening from Monday to Friday, and during the daytime and early evening on Saturday. During the daytime on Sunday and holidays, service is operated between Sherway Gardens, Humber Loop, and Old Mill Station. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop, and by reducing the number of transfers which must be made by customers.

It is projected that approximately 110 customer-trips each day would be made on the new section, of which 35 would be new to the TTC.

One bus would be required to provide the service, and a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard.

3. Previous recommendations not yet introduced

143 DOWNTOWN/BEACH EXPRESS – Extension on Kingston Road

Origin of proposal: Service Improvements for 2000-2001

City wards: Ward 32 Beaches-East York, Ward 36

Scarborough Southwest

Time periods: Monday-Friday peak periods

In the report on *Service Improvements for 2000-2001*, it was recommended that the 143 DOWNTOWN/BEACH EXPRESS route be extended to serve the section of Kingston Road between Victoria Park Avenue and Birchmount Road. The change would improve service by reducing travel time for customers and by reducing the number of transfers which must be made by customers.

It is projected that approximately 165 customer-trips would be made on the extended part of the route each day. Approximately 10 of these trips would be new to the TTC, and the remainder of these trips would be made by customers who are now using other nearby services at a regular fare.

The change would require no additional costs, as the buses for the 143 DOWNTOWN/BEACH EXPRESS route travel through this area en route to and from Queen Street and the garage where they are based.

Because the extension would improve service for customers, would cause no inconvenience for present customers, and would increase revenue, at no increase in operating costs, the service change is recommended.

At its meeting of May 31, 2000, when considering the report on *Service Improvements for 2000-2001*, the Commission did not approve the recommendation to change the route, in order to allow for consultation with area residents about the change.

37A ISLINGTON – Operate via Woodbine Racetrack

Origin of proposal: Service Improvements for 2000-2001

City wards: Ward 2 Etobicoke North, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore

Time periods: Saturday, Sunday, and holiday daytime

In the report on *Service Improvements for 2002*, it was recommended that the 37A ISLINGTON route be changed so that it operates via Woodbine Racetrack during the daytime on Saturdays, Sundays, and holidays. This change would bring service closer to the racetrack, and would reduce the distance that customers would have to walk to the nearest bus stop.

Buses on the 37A ISLINGTON (Islington Stn-Humberwood via Rexdale and Woodbine Centre) branch would operate over the existing route west on Rexdale Boulevard, west on Queen's Plate Drive, and west on Rexdale Boulevard, and then would operate through the internal Woodbine Racetrack roads. After serving Woodbine Racetrack, buses would

continue west on Rexdale Boulevard and north on Humberwood Boulevard to Humberwood Loop. Buses would return to Islington Station over the reverse routing, also serving the racetrack on the way.

The change would make service better for customers travelling to or from the racetrack, because they would have a shorter walk to the nearest bus stop. Approximately 690 customer-trips would be made with a shorter walk each Saturday or Sunday. The change would make service worse for customers who now travel past Woodbine Racetrack to Humberwood Boulevard, as they would have a longer trip as they are carried through the racetrack. Approximately 320 customer-trips each day would be made with a longer trip.

The service change would be made with no increase in operating costs, and there would be no change to the scheduled interval between buses. Because the change would make service better, overall, for customers, it was recommended, subject to a satisfactory routing being identified for buses through the Woodbine property.

A similar change was examined in the report on *Service Improvements for 2000-2001*. In that report, a routing using a proposed new driveway arrangement was identified, which would allow buses to serve the racetrack more directly, by operating south from the Queen's Plate Drive and Rexdale Boulevard intersection directly into the racetrack property. Service would be provided every day of the week, instead of just on Saturdays, Sundays, and holidays. Discussions with staff of the Woodbine Entertainment Group and the City of Toronto to find a suitable routing for buses will continue, and any service changes will be reported to the Commission.

58 MALTON – Saturday service to Westwood Mall

Origin of proposal: TTC staff; Service Improvements for 2000-2001

City: Mississauga

Time periods: Saturday daytime and early evening

In the report on *Service Improvements for 2000-2001*, it was recommended that new service to Westwood Mall be provided during the daytime and early evening on Saturdays on the 58 MALTON route. The change would improve service by reducing the distance that customers in the area need to walk to their nearest bus stop, and to reduce the number of transfers which must be made by customers.

At present, service to Westwood Mall on the 58 MALTON route operates from Monday to Friday only. With this change, service would operate to Westwood Mall all day from Monday to Friday, and from approximately 6:00 a.m. to 10:00 p.m. on Saturdays.

It is projected that approximately 180 customer-trips would be made on the new service during the Saturday

daytime and early evening. Approximately 120 of these trips would be new to the TTC, and the remainder of these trips would be made by customers who are now using other nearby services but would choose to use the 58 MALTON route in preference to their current service.

One bus would be required to provide this service, and so a financial assessment was carried out. The comparison of the operating costs with the projected increase in ridership indicates that the service would meet the TTC's financial standard, as it applies to services within Toronto.

If this transit service change were within the boundaries of the City of Toronto, TTC staff would recommend that this change be made. The TTC does not, however, use its subsidy to provide transit service outside of Toronto, and the increased fare revenue from this route change would not fully cover the increase in TTC operating costs outside of Toronto.

For that reason, this additional service on the 58 MALTON route is recommended on the condition that Mississauga Transit pay for the difference between the operating cost and the fare revenue that is received.

92 WOODBINE SOUTH – Revised service south of Queen Street

Origin of proposal: 1998 Service Plan

City ward: Ward 32 Beaches-East York

Time periods: Seven days a week

The Commission approved a recommendation in the 1998 *Service Plan* that the 92 WOODBINE SOUTH route be changed to operate south of Queen Street on Woodbine Avenue and Lake Shore Boulevard. This change can be made only after the new streets to the north of Lake Shore Boulevard are opened. These streets have been built, but are not yet all open for traffic.

The service change would improve transit service for customers in the area, by reducing the distance that they need to walk to their nearest bus stop.

Buses on the 92 WOODBINE SOUTH would run south on Woodbine Avenue and west on Lake Shore Boulevard, north on Winners Circle, west on Boardwalk Drive, and south on Northern Dancer Boulevard, and then would return east on Lake Shore Boulevard and north on Woodbine Avenue. The present loop north of Queen Street, on Rainsford Road and Columbine Avenue, which is now used in peak periods from Monday to Friday, would no longer be used. The present loop south of Queen Street on Coxwell Avenue and Lake Shore Boulevard, which is now used at other times of the week, would also no longer be used.

A comparison of the changes in weighted travel time for customers in the area shows that the change would result in an overall improvement in service when the number of people living in the residential area reaches approximately 2000. The Commission has approved that the service change be introduced once the streets and new buildings are complete. It is expected that this service change will begin in 2003.

4. Proposals examined and not recommended

Bayview Avenue – Service between Sutherland Drive and Millwood Road

Origin of proposal: Councillor Pitfield

City wards: Ward 22 St. Paul's, Ward 26 Don Valley West, Ward 27 Toronto Centre-Rosedale

Results: Net inconvenience for customers

Councillor Pitfield proposed that the 88 SOUTH LEASIDE route be re-routed to provide service on Bayview Avenue between Sutherland Drive and Millwood Road. The change would provide new service on a section of Bayview Avenue which is not served by the TTC, and would reduce the walking distance to the nearest bus stop for customers. Similar proposals have been examined in the past, most recently in the report on *Service Improvements for 2000-2001*.

An option was evaluated that would change the 88 SOUTH LEASIDE route to operate on Bayview Avenue, between Moore Avenue and Millwood Road, and on Millwood Road between Bayview Avenue and McRae Drive. Eastbound buses on the new routing would operate east on Moore Avenue, north on Bayview Avenue, east on Millwood Road, and would then continue north-east over the present routing on McRae Drive. Westbound buses would operate over the reverse of this routing. Service on the new routing would alternate with service over the existing routing via Sutherland Drive, so that half the buses operated over the new routing on Millwood Road, and the other half operated over the present routing on Sutherland Drive. The change would be made at all times the route operates, and would be made with no increase in operating costs.

The new service on Bayview Avenue between Sutherland Drive and Millwood Road would be used for approximately 160 customer-trips each day, and these would be made with a shorter walk to the nearest bus stop. The change would make service worse for customers who now use the stops on Sutherland Drive, as they would have a longer wait for the bus. Approximately 575 customer-trips each day would be made with a longer wait.

The change in weighted travel time shows that the inconvenience of longer waiting time is more important to customers than the benefit of reduced walk time. The change would cause a net inconvenience for customers, and for this reason is not recommended.

Several other options were analysed, including operation on McRae Drive between Bayview Avenue and the present route at McRae Drive/Millwood Road. None of the analysed proposals resulted in a net benefit for customers in this area, and therefore are not recommended.

Downtown Express service from Lake Shore Boulevard

Origin of proposal: Councillor Jones

City wards: Ward 6 Etobicoke-Lakeshore, Ward 19 Trinity-Spadina, Ward 20 Trinity-Spadina, Ward 28 Toronto Centre-Rosedale

Results: Does not meet minimum financial standard

Councillor Jones requested that a downtown express peak-period bus service be operated along Lake Shore Boulevard connecting the new residential development on the former motel strip area with downtown Toronto.

This proposal was previously examined in the *1999 Service Plan*. This year, a slightly modified routing has been analysed. In the morning peak period, four trips would be operated between Long Branch Loop and downtown, via east on Lake Shore Boulevard, north and east on Fort York Boulevard, north on Bathurst Street, and east on Adelaide Street, as far east as Jarvis Street. In the afternoon, three trips would depart from Jarvis Street and Richmond Street, and would operate west on Richmond Street, south on Bathurst Street, west and south on Fort York Boulevard, and west on Lake Shore Boulevard to Long Branch Loop. In the morning peak period, buses would serve stops on Lake Shore Boulevard west of Palace Pier Court, at Fort York Boulevard and Fleet Street, and on Adelaide Street. In the afternoon peak period, buses would serve stops on Richmond Street, at Fort York Boulevard and Fleet Street, and on Lake Shore Boulevard west of the Gardiner Expressway/Lake Shore Boulevard off-ramps. Because of the road configuration of Lake Shore Boulevard and Marine Parade just west of the Humber River, direct westbound bus service to Lake Shore Boulevard east of the expressway off-ramps is not possible. As with the TTC's other Downtown Express routes, a premium-fare would be charged on this route.

Approximately 200 customer-trips would be made during the peak periods each day on the new service. Approximately 20 of these trips would be made by new customers attracted to the TTC by the new service, and the remainder would be made by customers who are now using the 501 QUEEN and 508 LAKE SHORE streetcar routes, which also offer a transfer-free trip between Long Branch Loop and downtown. Premium fares would be charged on the new bus service, compared to the regular fare charged on the existing streetcar services.

Three additional buses would be required to provide this service. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

Comstock Road – New service

Origin of proposal: TTC staff

City wards: Ward 31 Beaches-East York, Ward 34 Don Valley East, Ward 35 Scarborough Southwest, Ward 37 Scarborough Centre

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard

TTC staff proposed that new service be operated on Comstock Road, an area where the TTC's new Eglinton Garage and several large new retail stores have recently been opened.

A proposal was examined which would change the 70 O'CONNOR route during the peak periods from Monday to Friday to operate north-east on O'Connor Drive, north-east on Eglinton Square, east on Eglinton Avenue, south on Lebovic Avenue, west on Comstock Road, north on Pharmacy Avenue, west on Eglinton Avenue, and back to Coxwell Station via Eglinton Square and O'Connor Drive. With this change, service would be removed from Craigton Drive.

It is projected that approximately 40 customer-trips would be made on the new service each day, and these trips would be made with a shorter walk to the nearest bus stop. None of these customer-trips would be new to the TTC, as the area is within a convenient walking distance of service on Eglinton Avenue and Pharmacy Avenue. Service would be made worse for approximately 50 customer-trips each day which are made at stops on Craigton Drive, as these trips would have to be made with a longer walk to the nearest bus stop.

The extension would require one additional bus during the peak periods. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

29 DUFFERIN – New service on Glencairn Avenue

Origin of proposal: Public meeting, April 9, 2002

City wards: Ward 14 Parkdale-High Park, Ward 17 Davenport, Ward 18 Davenport, Ward 15 Eglinton-Lawrence, Ward 21 St. Paul's

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard

A customer at the public meeting on April 9, 2002 suggested that buses on the 29A DUFFERIN (Tycos Dr-Exhibition) branch be changed to serve Glencairn Avenue, Glencairn Station, Roselawn Avenue, and Marlee Avenue. This change would improve service for customers on Glencairn Avenue and Marlee Avenue, and would provide a new connection between Dufferin Street and Glencairn Station.

A proposal was examined which would change the Monday-Friday peak period service via Tycos Drive and Wingold Avenue, so that buses would alternate over a new

clockwise and counter-clockwise on-street routing. Clockwise buses would operate north on Dufferin Street, west on Wingold Avenue, north on Lansdowne Avenue, west on Tycos Drive, north on Caledonia Road, east on Glencairn Avenue (serving Glencairn Station), south and west on Hillmount Avenue, south on Marlee Avenue, west on Roselawn Avenue, and south on Dufferin Street. These buses would alternate with buses operating over the same streets in the other direction.

The change would make service better for customers on Glencairn Avenue who would benefit from a more frequent service to Glencairn Station. Approximately 520 customer-trips each day would have a shorter wait for the bus. The change would also provide new service to customers on Roselawn Avenue, between Dufferin Street and Marlee Avenue, who would have a shorter walk to their nearest bus stop. Approximately 100 customer-trips would have a shorter walk, and approximately 50 of these would be new to the TTC, and would be attracted by the new service.

The change would make service worse for customers now using the stops on Tycos Drive, which would no longer be served. Approximately 170 customer-trips would have a longer walk to their nearest bus stop. Approximately 240 customer-trips which are now made on Wingold Avenue and Lansdowne Avenue would have a longer travel time as they would be carried around the new longer on-street loop.

The change would require one additional bus. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

47 LANSDOWNE – Extension south of Queen Street

Origin of proposal: Councillor Korwin-Kuczynski

City wards: Ward 12 York South-Weston, Ward 14 Parkdale-High Park, Ward 15 Eglinton-Lawrence, Ward 17 Davenport, Ward 18 Davenport,

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard

Councillor Korwin-Kuczynski proposed that the 47 LANSDOWNE route be extended to operate south of Queen Street.

Similar proposals have been evaluated before, most recently in the report on *Service Improvements for 2000-2001*. At that time, a proposal was examined for a peak-period extension of the 47 LANSDOWNE route south of Queen Street via south on Close Avenue, west on Springhurst Avenue, and north on Jameson Avenue to Queen Street. The proposal was not recommended, as the extended route did not meet the TTC's minimum financial standard.

This proposal has again been re-examined, using the most recent ridership information for the area. It is projected that approximately 200 customer-trips would use the new service

each day. Most of these customers are currently using the 504 KING streetcar route to reach the subway at Dundas West Station. As before, most of the new area that would be served is within a convenient walking distance of the 501 QUEEN, 504 KING, and 29 DUFFERIN routes. As a result, there would be no new transit customers attracted to the TTC system.

The extension would require one additional bus during the peak periods. Because there would be an increase in operating costs, and because there would be no new customers attracted to the TTC, the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

56 LEASIDE – Revised service east of Laird Drive

Origin of proposal: Councillor Pitfield

*City wards: Ward 22 St. Paul's, Ward 26 Don Valley West,
Ward 29 Broadview-Greenwood*

Results: Net inconvenience for customers

Councillor Pitfield proposed that the portion of the 56 LEASIDE route on Eglinton Avenue be eliminated, and that the resources be used to change the route to serve the East York Town Centre area and a new residential development in the Brentcliffe Road and Vanderhoof Avenue area.

An option was examined which would change the 56 LEASIDE route to operate north on Laird Drive, east on Eglinton Avenue, south on Brentcliffe Road, east on Vanderhoof Avenue, south on Leslie Street, east on Wicksteed Avenue, south on Beth Neilson Drive, south, west, and north on Thorncliffe Park Drive, west on Overlea Boulevard, and south on the Leaside Bridge to Donlands Station.

With this change, service would be removed from the 56 LEASIDE route on Eglinton Avenue west of Laird Drive to Eglinton Station. Customers who travel to points on Eglinton Avenue or to Eglinton Station would have to transfer to the 34 EGLINTON EAST, 100 FLEMINGDON PARK, 54 LAWRENCE EAST, or 51 LESLIE routes, in order to continue their journey. Approximately 950 customer-trips each day would have an additional transfer, and approximately 300 customer-trips each day would be lost to the TTC because of this inconvenience.

A cost savings would result from the elimination of 56 LEASIDE service on Eglinton Avenue. As with all TTC services, this route is evaluated every year as part of the regular review of financial performance (see Appendix B in this report). Elimination of 56 LEASIDE service on Eglinton Avenue was specifically evaluated, and the result indicates that 56 LEASIDE service on Eglinton Avenue is not a poor performing route segment, and that that number of customers who would be lost to the TTC as a result of this route change, compared to the net cost savings, would not be acceptable. Therefore, the proposed change is not recommended.

This proposal would duplicate service which is already provided in the East York Town Centre area by the 25 DON MILLS, 100 FLEMINGDON PARK, 88 SOUTH LEASIDE, and

81 THORNCLIFFE PARK routes. Additional service is not warranted on these routes. Service to the new housing development near Vanderhoof Avenue and Brentcliffe Road has been analysed in another section of this report and includes the recommendation to operate the 88 SOUTH LEASIDE route on Vanderhoof Avenue between Leslie Street and Brentcliffe Road. Also, in that proposal, there is an analysis of diverting 56 LEASIDE service onto Vanderhoof Avenue, which was not recommended.

59 MAPLE LEAF – Service on Rustic Road

Origin of proposal: Councillor Di Giorgio

*City wards: Ward 11 York South-Weston, Ward 12 York
South-Weston, Ward 15*

Eglinton-Lawrence, Ward 16 Eglinton-Lawrence

Results: Net inconvenience for customers

Councillor Di Giorgio proposed that the 59 MAPLE LEAF bus route be changed to operate via Rustic Road. In 1999 and 2000, the 163 RUSTIC RD route provided service from Wilson Station along Rustic Road and Falstaff Avenue, between Keele Street and Jane Street. The route was cancelled after a trial period of operation because the number of customers was not high enough to meet the TTC minimum financial standards.

An option was examined to operate service along Rustic Road between Keele Street and Culford Road by changing the 59 MAPLE LEAF route during the peak periods, midday, and early evening from Monday to Friday. Buses would operate west on Lawrence Avenue, north on Keele Street, west on Rustic Road and south on Culford Road to Maple Leaf Drive where they would follow current routing to their final destination at Weston Road. Buses would return via the reverse routing. During the midday from Monday to Friday, service would be removed from south of Lawrence Avenue, on Benton Road, Sheffield Street., Ingram Drive, Gulliver Road and Culford Road.

The new service along Rustic Road would be used by approximately 100 customer-trips each day, and these trips would be made with a shorter walk to the nearest bus stop. Service would be improved for approximately 205 customer-trips during the midday from Monday to Friday, which would be made with a shorter travel time, as the bus would no longer operate south of Lawrence Avenue on Benton Road, Sheffield Street, Ingram Drive, Gulliver Road and Culford Road. The change would make service worse for approximately 430 customer-trips each day that are now made on the route south of Lawrence Avenue. These customers would have a longer walk to the nearest bus stop. Service would be made worse for approximately 1040 customer-trips each day which are made all along the 59 MAPLE LEAF route, as these trips would be made with a longer travel time.

The change in weighted travel time shows that the inconvenience of a longer walk and longer travel time are greater than the benefits that would be achieved for users of the new service along Rustic Road. The service change would

cause a net inconvenience to customers and for this reason, it is not recommended.

46 MARTIN GROVE – Remove service from Lloyd Manor Road

Origin of proposal: TTC staff

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 4 Etobicoke Centre, Ward 5 Etobicoke-Lakeshore

Results: Net inconvenience for customers

TTC staff proposed that the 46 MARTIN GROVE route be changed so that service is operated via Kipling Avenue and Princess Margaret Boulevard, instead of via Rathburn Road and Lloyd Manor Road, in both directions. This route change would eliminate all service along Lloyd Manor Road. The route change would be made during all periods of operation.

The change would improve service for approximately 185 customer-trips each day which are made on Kipling Avenue, between Rathburn Road and Princess Margaret Boulevard, by reducing waiting time. The change would make service worse for approximately 305 customer-trips each day which are made at bus stops on Lloyd Manor Road, as these trips would have to be made by walking farther to the nearest bus stop. No new customers would be attracted to the service. There would be no change in operating costs.

The change in weighted travel time shows that the inconvenience of a longer walk is more important to customers than the benefit of reduced waiting time. The change would cause a net inconvenience for customers and for this reason, it is not recommended.

116 MORNINGSIDE – Operate via Coronation Drive and Galloway Road

Origin of proposal: Councillor Soknacki

City wards: Ward 35 Scarborough Southwest, Ward 36 Scarborough Southwest, Ward 37 Scarborough Centre, Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East, Ward 44 Scarborough East

Results: Net inconvenience for customers

Councillor Soknacki proposed that new hourly peak period service be introduced in the vicinity of Cultra Square, in the Morningside Avenue and Gardentree Street area. This new service would reduce the walking distance to the nearest bus stop for existing customers in the Cultra Square area, who presently use bus stops on the 116 MORNINGSIDE and 86 SCARBOROUGH routes.

An option was evaluated in which the 116A MORNINGSIDE branch, which presently operates along Morningside Avenue and Guildwood Parkway westbound in the morning peak period and eastbound in the afternoon peak period, would be changed. The new service would operate south on Morningside Avenue, west on Coronation Drive, south on

Galloway Road and west on Guildwood Parkway during the morning peak period, and in the reverse direction during the afternoon peak period.

The new routing would increase waiting time for customers who use the present service on Morningside Avenue, south of Coronation Drive, and on Guildwood Parkway, east of Galloway Road. Approximately 300 customer-trips each day would be made with a longer wait. Approximately 75 customer-trips each day would be made on the new service on Coronation Drive and Galloway Road, and these trips would be made with a shorter walk to the nearest bus stop, but would also be made with a longer wait than for the service on Morningside Avenue and Guildwood Parkway.

The change in weighted travel time indicates that the inconvenience of increased waiting time is more important to customers than the benefit of reduced walk time, and that, overall, the change would make service worse for customers. The change would cause an overall inconvenience for customers, and for that reason, it is not recommended.

63 OSSINGTON – Extension to Exhibition Place

Origin of proposal: Councillor Pantalone

City wards: Ward 15 Eglinton-Lawrence, Ward 17 Davenport, Ward 19 Trinity-Spadina, Ward 21 St. Paul's

Time periods: Monday-Friday peak periods

Results: Does not meet minimum financial standard; Net inconvenience for customers

Councillor Pantalone proposed that the 63 OSSINGTON bus route be extended to Exhibition Place. This change would introduce a new direct connection between the 63 OSSINGTON route and the Exhibition GO Station, and an additional service between the 2 BLOOR-DANFORTH subway and Exhibition Place.

An option was examined to extend the 63 OSSINGTON bus via south on Strachan Avenue and west on Manitoba Drive to the Exhibition Loop. On the northbound trip, the bus would operate east on Manitoba Drive, north on Strachan Avenue, west on Douro Street, and north on Shaw Street to rejoin the present routing.

An analysis of the current customers using the Exhibition GO Station shows that a majority of them are heading to locations either to the south of the station or to the Liberty district to the north-west of the station. Approximately 55 customer-trips each day would be made on the new TTC service from Exhibition Place, and these trips would be made with a shorter walk to the nearest TTC stop. It is projected that approximately ten of these customer-trips would be new to the TTC.

The change would require one additional bus. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the

service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

A second option was examined to extend the 63 OSSINGTON bus without adding resources. The change would be made with a widening of the intervals between buses. The change would make service worse to approximately 10,400 customer-trips each day with a longer wait for the bus. The change in weighted travel time shows that the inconvenience of a longer wait is more important to customers than the benefit of one less transfer or a shorter walk, and for this reason the proposal is not recommended.

Port Union Road – New service between Lawson Road and Island Road

Origin of proposal: Councillor Moeser

City ward: Ward 38 Scarborough Centre, Ward 43 Scarborough East, Ward 44 Scarborough East

Results: Does not meet minimum financial standard

Councillor Moeser proposed that new service be operated on Port Union Road between Lawson Road and Island Road, in order to reduce the distance that customers in the area need to walk to the nearest bus stop.

An option was examined to extend the 95 YORK MILLS route from its present east end at Kingston Road and Ellesmere Road to Rouge Hill GO Station. Buses would operate via Kingston Road, Port Union Road, and Lawrence Avenue in both directions. This change would be made during the peak periods from Monday to Friday.

The change would improve service for customers who travel to or from the area near Port Union Road between Island Road and Lawson Road. It is projected that approximately 235 customer-trips would be made each day on the new service, and that approximately 35 of these trips would be new trips on the TTC.

The change would require the addition of one bus during the peak periods. Because there would be an increase in operating costs, a financial assessment was carried out. The comparison of operating costs with the projected increase in ridership indicates that the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

Service in this area was previously provided from February 1995 to July 1997, when it was removed because of low ridership and unacceptable financial performance. A request to restore service to Port Union Road was previously examined in the report on *Service Improvements for 2000-2001* and was not recommended at that time because the change would not meet the TTC's minimum financial standard. Since that time, no new development has occurred and transit ridership in the area has not increased. No other suitable options to provide service to this area were identified.

124 SUNNYBROOK – Extension to York Mills Station via Yonge Boulevard

Origin of proposal: Councillor Pitfield

City wards: Ward 16 Eglinton-Lawrence, Ward 25 Don Valley West

Results: Does not meet minimum financial standard; Net inconvenience for customers

Councillor Pitfield proposed that the 124 SUNNYBROOK route be extended to York Mills Station via Yonge Boulevard.

An option was examined which would extend the route north on Yonge Street from Lawrence Station, north-west on Yonge Boulevard, and east on Wilson Avenue to York Mills Station. Southbound buses would return to Lawrence Station via the reverse route.

The route extension would duplicate the service currently provided by the 97 YONGE route between Lawrence Station and York Mills Station. It is projected that approximately 420 customer-trips each day would be made on the new service, and would benefit from reduced waiting time. Up to 90 customer-trips each day which are now made on the 124 SUNNYBROOK service would benefit with one less transfer. No new customers would be attracted by the route extension, as no new areas would be served.

The route extension would require one additional bus. Because there would be an increase in operating costs, and because there would be no new customers attracted to the TTC, the service would not meet the TTC's minimum financial standard. For this reason, the proposal is not recommended.

A second option was examined in which the extended 124 SUNNYBROOK service would replace the 97A/D YONGE service, between Lawrence Station and York Mills Station. The 97A/D YONGE bus would operate as far north as Lawrence Station, instead of to York Mills Station. The change would be made with no increase in operating costs. The 420 customer-trips currently using the 97A/D YONGE service north of Lawrence Avenue would have to transfer to the 124 SUNNYBROOK route. Approximately 370 customer-trips on the 97A/D YONGE service would be inconvenienced with an additional transfer. Up to 90 customer-trips each day on the 124 SUNNYBROOK route would benefit with one less transfer. The change would cause an overall inconvenience for customers and for this reason, it is not recommended.

Additional periods of service on present routes

42 CUMMER – Off-peak service east of Kennedy Road to Middlefield Road

Origin of proposal: Councillor Balkissoon, Councillor Shaw, Public meeting, April 9, 2002

City wards: Ward 24 Willowdale, Ward 39 Scarborough-Agincourt, Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Results: Does not meet minimum financial standard

Monday-Friday midday	0.09 cust/\$
Monday-Friday early evening	0.10 cust/\$
Monday-Friday late evening	0.07 cust/\$
Saturday daytime	0.09 cust/\$
Saturday early evening	0.03 cust/\$
Saturday late evening	0.01 cust/\$
Sunday daytime	0.05 cust/\$
Sunday early evening	0.02 cust/\$
Sunday late evening	0.01 cust/\$

Also examined was an extension of the 42 CUMMER route from Kennedy Road to Midland Avenue only, during the midday and early evening from Monday to Friday. This extension would have the same additional costs as the extension to Middlefield Road but would attract fewer customers, and does not meet the TTC’s minimum financial standard.

502 DOWNTOWNER – Evening service

Origin of proposal: Councillor Bussin

City wards: Ward 20 Trinity-Spadina, Ward 27 Toronto Centre-Rosedale, Ward 28 Toronto Centre-Rosedale, Ward 30 Broadview-Greenwood, Ward 32 Beaches-East York

Results: Does not meet minimum financial standard

The 22 COXWELL off-peak bus service on Kingston Road would be replaced by the 502 DOWNTOWNER streetcar route.

Monday-Friday early evening	0.17 cust/\$
Monday-Friday late evening	0.07 cust/\$

122 GRAYDON HALL – Evening and Saturday service

Origin of proposal: Councillor Flint

City wards: Ward 25 Don Valley West, Ward 34 Don Valley East

Results: Does not meet minimum financial standard

Monday-Friday early evening	0.02 cust/\$
Saturday daytime	0.01 cust/\$
Saturday early evening	0.02 cust/\$

56 LEASIDE – Off-peak service on Laird Drive

Origin of proposal: Councillor Pitfield

City wards: Ward 22 St. Paul’s, Ward 26 Don Valley West, Ward 29 Broadview-Greenwood

Results: Does not meet minimum financial standard

Monday-Friday late evening	0.09 cust/\$
Saturday late evening	0.05 cust/\$
Sunday early evening	0.05 cust/\$
Sunday late evening	0.04 cust/\$

59 MAPLE LEAF – Weekend service

Origin of proposal: Public meeting, April 9, 2002

City wards: Ward 11 York South-Weston, Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence

Results: Does not meet minimum financial standard

Saturday daytime	0.05 cust/\$
Sunday daytime	0.02 cust/\$

72 PAPE – Off-peak service to Union Station

Origin of proposal: Councillor McConnell

City wards: Ward 28 Toronto Centre-Rosedale, Ward 30 Broadview-Greenwood

Results: Does not meet minimum financial standard

Monday-Friday early evening	0.03 cust/\$
Monday-Friday late evening	0.02 cust/\$
Saturday daytime	0.02 cust/\$
Saturday early evening	0.03 cust/\$
Saturday late evening	0.01 cust/\$
Sunday daytime	0.01 cust/\$
Sunday early evening	0.02 cust/\$
Sunday late evening	0.01 cust/\$

134 PROGRESS –

Saturday service north of Finch Avenue

Origin of proposal: Councillor Cho

City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East

Results: Does not meet minimum financial standard

Saturday daytime	0.01 cust/\$
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134 PROGRESS – Sunday service north of McLevin Avenue

Origin of proposal: Councillor Cho

City wards: Ward 38 Scarborough Centre, Ward 42 Scarborough-Rouge River, Ward 43 Scarborough East

Results: Does not meet minimum financial standard

Sunday daytime	0.01 cust/\$
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80 QUEENSWAY –

Late evening service west of Humber Loop

Origin of proposal: Councillor Milczyn

City ward: Ward 5 Etobicoke-Lakeshore, Ward 13 Parkdale-High Park, Ward 14 Parkdale-High Park

Results: Does not meet minimum financial standard

Saturday late evening 0.22 cust/\$

80 QUEENSWAY –

Late evening service east of Humber Loop

Origin of proposal: Councillor Milczyn

City ward: Ward 13 Parkdale-High Park, Ward 14 Parkdale-High Park

Results: Does not meet minimum financial standard

Monday-Friday late evening 0.01 cust/\$

Saturday late evening 0.02 cust/\$

92 WOODBINE SOUTH – Late evening service

Origin of proposal: Councillor Bussin

City wards: Ward 32 Beaches-East York

Results: Does not meet minimum financial standard

Monday-Friday late evening 0.22 cust/\$

Saturday late evening 0.11 cust/\$

Sunday-late evening 0.08 cust/\$

5. Post-implementation reviews of new services

The evaluation, implementation, and review of TTC services are governed by the TTC's service standards, adopted by the Commission as a systematic and objective means of planning transit services throughout the city. Every new service that the TTC introduces is initially operated for a trial period of at least six months, during which the service is promoted, and a stable ridership level becomes established. After six months of trial operation, passenger counts are taken, the performance of the route is reviewed, and a recommendation is made regarding its future. Service changes are reviewed to ensure that the original objective of better service for customers has been met. New routes, extensions, and additional periods of service, which have been introduced at an additional cost, undergo a financial review to check that the service meets the TTC's financial standard. The review also considers comments that have been received from customers and the experience that has been gained in operating the service.

A service change which has met its performance objectives is recommended to be made a regular part of the TTC route network. If a service change has been unsuccessful in some way, then a recommendation is made to either make further changes or to remove the service.

The compulsory post-implementation review of every trial of a service change ensures that the success or failure of every service change is assessed consistently and fairly, and that there is full accountability to the Commission on matters which affect the service that is provided to customers.

The 16 service changes which are discussed in this section were made between 1999 and 2001. They have been found to be successful and are recommended for designation as a regular part of the TTC route network. Any service changes which have not achieved the expected results have been or will be reported-on individually to the Commission.

Corporate Drive – Improved service

City ward: Ward 38 Scarborough Centre

Results: Recommended as a regular part of the TTC network

The 9 BELLAMY and 134 PROGRESS bus routes were changed in January 2001 to improve service on Corporate Drive. The 9 BELLAMY and 134 PROGRESS routes were changed to operate via Corporate Drive in both directions. All service was removed from Progress Avenue, between Consilium Place and Bellamy Road. In addition, all eastbound 9 BELLAMY and 134 PROGRESS service departing from Scarborough Centre Station was changed to run east on Triton Road, north on McCowan Road, east and south on Consilium Place, and east on Corporate Drive. This change resulted in the removal of service eastbound on Bushby Drive and Grangeway Avenue.

On the day of the most recent ridership count, the revised service on Corporate Drive was used for approximately 880 customer-trips, and these trips are made with a shorter waiting

time. The change made service worse for approximately 250 customer-trips each day that previously used the stop on Progress Avenue that was removed. These customers now have to walk further to the nearest stop. The change also made service worse for approximately 85 customer-trips each day that used the eastbound stops on Bushby Drive and Grangeway Avenue. These customers also have to walk further to the nearest stop.

The change in weighted travel time shows that the benefit to customers of more frequent service on Corporate Drive is more important than the inconvenience of a longer walk to the nearest stop. It is therefore recommended that these changes become a regular part of the TTC route network.

309 FINCH WEST – Overnight service to Humberwood Loop

City wards: Ward 1 Etobicoke North

Results: Recommended as a regular part of the TTC network

The 309 FINCH WEST overnight route was changed in February 1999 to operate to Humberwood Loop and to operate via Humber College Boulevard. The change makes service better by reducing the distance that customers in the area need to walk to reach the nearest bus stop with 24-hour service. This change also maintains service on Humber College Boulevard west of John Garland Boulevard, which was previously operated by the 319 WILSON overnight route, also described in this section. There was no change in operating cost.

On the day of the most recent passenger count the change has made service better for approximately 15 customer-trips each night on the new section of the route on Humberwood Boulevard, by reducing the distance needed to walk to the nearest overnight bus stop. Approximately 30 customer-trips were made each night on the section of the route previously served by the 319 WILSON overnight route. Service was made worse for approximately 15 customer-trip each weeknight that previously used stops on Finch Avenue, between John Garland Boulevard and Humberline Drive as they have a longer walk to the nearest stop with overnight service.

The change in weighted travel time shows that the benefit to customers of the new service is greater than the inconvenience of a longer walk. This change is an overall improvement in service for customers, and it is therefore recommended as a regular part of the TTC network.

14 GLENCAIRN – Monday-Friday midday service

City wards: Ward 15 Eglinton-Lawrence, Ward 16 Eglinton-Lawrence, Ward 21 St. Paul's, and Ward 22 St. Paul's

Results: Recommended as a regular part of the TTC network

New service during the midday from Monday to Friday on the 14 GLENCAIRN route was introduced in January 2001, as directed by the Commission at its meeting on October 18, 2000. The new midday operation made service better for customers by reducing their walking distance and the need to transfer.

On the day of the most recent passenger count, approximately 240 customer-trips were made on the new midday service. These customers have a shorter walk to their nearest bus stop or one less transfer.

The new midday service has increased operating costs because one bus was added to provide the service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

191 HIGHWAY 27 ROCKET – Monday-Friday midday and evening and Saturday service

City wards: Ward 1 Etobicoke North, Ward 2 Etobicoke North, Ward 3 Etobicoke Centre, Ward 5 Etobicoke Lakeshore

Results: Recommended as a regular part of the TTC network

Monday to Friday midday and evening service, and Saturday daytime service, were added to the 191 HIGHWAY 27 ROCKET route in September 2001, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The changes made service better for customers by reducing their walking distance and the need to transfer.

On the days of the most recent passenger counts, approximately 1250 customer-trips were made on the new Monday to Friday midday and evening service, and 1125 customer-trips were made on the new Saturday service. These numbers compare to a projection of total ridership in the report on *Service Improvements for 2000-2001* of approximately 740 customer-trips on the new service from Monday to Friday, and 480 customer-trips on the new service on Saturdays. Thus, ridership has been higher than was projected.

The additional service provided on the 191 HIGHWAY 27 ROCKET route increased operating costs. Four buses were added during the midday and three were added to the early evening from Monday to Friday, On Saturday, three buses were added. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

102 MARKHAM RD – Saturday, Sunday, and holiday service north of Sheppard Avenue

City wards: Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service during the daytime on Saturdays, Sundays, and holidays on the 102 MARKHAM RD route north of Sheppard Avenue was added in January 2001. This change was recommended in the report on *Service Improvements for 2000-2001*. The new weekend operation north of Sheppard Avenue made service better for customers by reducing their walking distance to the nearest bus stop.

On the days of the most recent passenger counts, approximately 675 customer-trips were made on the new service each Saturday, and approximately 360 customer-trips were made on the new service each Sunday. These customers have a shorter walk to their nearest bus stop. These numbers compare to the projections in the report on *Service Improvements for 2000-2001* that approximately 720 customer-trips would be made on Saturdays and 440 customer-trips would be made on Sundays.

This change increased operating costs because one bus was added on Saturdays, Sundays, and holidays during the daytime. Although ridership is lower than projected, the comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

130 MIDDLEFIELD – Sunday service

City ward: Ward 41 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New service during the daytime on Sundays on the 130 MIDDLEFIELD route was introduced in January 2001, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The change made service better for customers by reducing the distance they needed to walk to reach their nearest bus stop.

On the day of the most recent passenger count, approximately 290 customer-trips were made on the new service. This number compares to a projection in the report on *Service Improvements 2000-2001* that approximately 130 customer-trips would be made on the new service. Thus, ridership has been greater than projected.

This change increased operating costs because one bus was added to operate this service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

131 NUGGET – Revised service on Morningview Trail

City ward: Ward 42 Scarborough-Rouge River

Results: Recommended as a regular part of TTC network

The north-end looping of the 131 NUGGET route was changed in February 2000, so that buses provide new service on Morningview Trail by operating over an on-street loop. Service to the previous off-street bus loop on Old Finch Avenue was discontinued. The revised routing of the north-end of the route reduced the distance that customers need to walk to their nearest bus stop. This change was recommended as part of the 2000 Service Plan.

Before 3:00 p.m., seven days a week, buses operate north on Morningside Avenue, east and north on Morningview Trail, west on Old Finch Avenue, south on Littles Road, and west on Morningview Trail to Morningside Avenue. After 3:00 p.m., seven days a week, the looping is reversed, and buses operate north on Morningside Avenue, east on Morningview Trail, north on Littles Road, east on Old Finch Avenue, and east and west on Morningview Trail to Morningside Avenue.

The change made service better for customers on Morningview Trail by reducing their walk to the nearest bus stop. Approximately 170 customer-trips each day are made with a shorter walk. Some customers have a longer travel time as they have to ride around the on-street looping. This inconvenience is minimised by reversing the direction of operation of the on-street loop at 3:00 p.m., so that a greater number of customers travelling in the busier direction have a more direct trip at all times. Approximately 50 customer-trips each day are made with a longer travel time.

The change in weighted travel time shows that the benefit of a shorter walk to the nearest stop is more important to customers than the inconvenience of longer travel time, and that, overall, the change makes service better for customers. The service is therefore recommended as a regular part of the TTC route network, subject to the operational issues noted below.

TTC operating personnel note that there are continuing operating concerns which require resolution for the long-term operation of this revised north-end looping. Morningview Trail is narrow south of Old Finch Avenue. Occasional delays to TTC service occur because of parked cars and vehicular traffic. To resolve these concerns, the City of Toronto is requested to enact and enforce parking prohibitions, at a minimum on the east side of the street on Morningview Trail, north of Sewells Road. The previous off-street loop on Old Finch Avenue, just east of Morningview Trail, is no longer required, and this loop can be disposed of by the City of Toronto.

131 NUGGET – Saturday evening service

City wards: Ward 41 Scarborough-Rouge River, Ward 42 Scarborough-Rouge River

Results: Recommended as a regular part of the TTC network

New Saturday early evening service on the 131 NUGGET route was introduced in January 2001, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The change made service better for customers in the area by reducing the distance that they needed to walk to reach their nearest stop, and by reducing the number of transfers which must be made by customers.

It was projected that approximately 500 customer-trips would be made in the evening on Saturdays. The most recent ridership counts show that approximately 375 customer-trips are made in the evening on Saturdays on the service.

The new Saturday evening service has increased operating costs, because two additional buses are required to operate the service. While ridership is lower than projected, the comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The new Saturday evening service is therefore recommended as a regular part of the TTC route network.

65 PARLIAMENT – Sunday service

City ward: Toronto Centre-Rosedale

Results: Recommended as a regular part of TTC network

New service during the daytime on Sundays and holidays daytime service was introduced on the 65 PARLIAMENT route in October 2000, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The change improved service by reducing the distance that customers in the area need to walk to their nearest bus stop, and by reducing the number of transfers which must be made by customers.

On the day of the most recent Sunday passenger count, approximately 685 customer-trips were made on the new service. This number compares to the projected ridership in the report on *Service Improvements for 2000-2001* of approximately 550 customer-trips. Thus, ridership has been greater than projected.

The new Sunday service has increased operating costs because one additional bus was added to provide the service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC network.

134 PROGRESS – Monday-Friday evening service to Centennial College

City wards: Ward 38 Scarborough Centre

Results: Recommended as a regular part of the TTC network

In January 2001, new evening service from Monday to Friday was introduced on the 134 PROGRESS route from Centennial College to Scarborough Centre Station, as a result of a recommendation in the report on *Service Improvements for 2000-2001*.

The change made service better by reducing the distance that customers in the area need to walk to their nearest bus stop, and by reducing the number of transfers which must be made by customers. It was projected that approximately 350 customer-trips would be made on this new service. On the day of the most recent passenger count, approximately 310 customer-trips were made on the new service.

The new evening service increased operating costs because one additional bus is required to operate the service. Although the actual ridership is slightly lower than originally projected, the comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The new evening service is therefore recommended as a regular part of the TTC route network.

80 QUEENSWAY – Sunday and holiday service west of Humber Loop

City ward: Ward 5 Etobicoke-Lakeshore

Results: Recommended as a regular part of the TTC network

New Sunday and holiday daytime service between Humber Loop and Sherway Gardens on the 80 QUEENSWAY route was introduced in January 2001, as a result of a recommendation in the report on *Service Improvements for 2000-2001*. The change made service better for customers by reducing the walking distance to the nearest bus stop, and reducing the number of transfers required.

On the day of the most recent passenger count, approximately 330 customer-trips were made on the new service. These customers have a shorter walk to their nearest bus stop or one less transfer. This number compares to the projected ridership in the report on *Service Improvements for 2000-2001* of approximately 220 customer-trips. Thus, ridership has been greater than projected.

The new Sunday and holiday service has increased operating costs because one bus was added to provide the service. The comparison of operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The service is therefore recommended as a regular part of the TTC route network.

109 RANEE – Saturday late evening service

City wards: Ward 15 Eglinton-Lawrence, Ward 21 St. Paul's
Results: Recommended as a regular part of TTC network

New service during the late evenings on Saturdays was added on the 109 RANEE route in February 2000, as a result of a recommendation in the *2000 Service Plan*. The change made service better for customers by reducing the distance that customers in the area need to walk to their nearest bus stops.

On the day of the most recent passenger count, approximately 60 customer-trips were made on the new service. This number compares to the projected ridership in the *2000 Service Plan* of approximately 90 customer-trips.

The new Saturday late evening service has increased operating costs because one additional bus was required to provide the service. Although the actual number of customers is lower than originally projected, the comparison of the operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The new service is therefore recommended as a regular part of the TTC network.

168 SYMINGTON and 161A ROGERS RD – Extension to Weston Road (Avon Loop)

City wards: Ward 11 York South-Weston, Ward 12 York South-Weston

Results: Recommended as a regular part of the TTC network

The 168 SYMINGTON and 161A ROGERS RD routes were changed in October 2000 so that all buses which turned around at Bicknell Loop, on Rogers Road just west of Keele Street, were extended to Avon Loop, on Weston Road at Rogers Road. The change made service better for customers by reducing the distance they need to walk when transferring between routes. This service change was described in the report on *Service Improvements for 2000-2001*.

On the day of the most recent passenger count, approximately 280 customer-trips were made at the new loop. These customers have a shorter walk to their nearest bus stop. No inconvenience was caused for any customers.

This change has improved service for customers, and caused no inconvenience for customers, and is therefore recommended as a regular part of the TTC route network.

68 WARDEN – Extension to Steeles Avenue

City ward: Ward 39 Scarborough-Agincourt

Results: Recommended as a regular part of the TTC network

In January 2001, the 68 WARDEN route was extended to a new off-street loop on the west side of Warden Avenue just north of Steeles Avenue, as a result of a recommendation in the *1999 Service Plan*. This change made service better by reducing the distance customers need to walk to reach their nearest bus stop or when transferring between routes. Previously, buses to Steeles Avenue operated only as far north

as Bamburgh Circle, approximately 400 metres south of Steeles Avenue.

The route extension was made without additional operating costs. On the day of the most recent passenger count, approximately 770 customer-trips were made on the new route extension, and these trips were made with a shorter walk or a shorter waiting time for a bus. This number compares to the projected ridership in the *1999 Service Plan* of 350 customer-trips. Approximately 300 customer-trips each weekday are now made with a longer walk to and from points on Bamburgh Circle.

The change in weighted travel time shows that the benefits to customers of a shorter walk to service or a shorter wait for a bus is greater than the inconvenience of a longer walk. Overall, this change has improved service for customers, and it is therefore recommended as a regular part of the TTC route network.

165 WESTON RD NORTH – Sunday late evening service to Finch Avenue

City ward: Ward 7 York West

Results: Recommended as a regular part of TTC network

Sunday and holiday late evening service was added on the 165 WESTON RD NORTH route in February 1999, as a result of a recommendation in the *1999 Service Plan*. The change made service better for customers by reducing the distance that customers in the area need to walk to their nearest bus stops.

On the day of the most recent passenger count, approximately 90 customer-trips were made on the new service. This number compares to a projection in the *1999 Service Plan* of total ridership of approximately 70 customer-trips. Thus, ridership has been greater than projected.

The new Sunday and holiday late evening service has increased operating costs because one additional bus was required to provide the service. The comparison of the operating costs with the actual increase in ridership indicates that the new service meets the TTC's minimum financial standard. The new service is therefore recommended as a regular part of the TTC network.

319 WILSON – Overnight service on Martin Grove Road north of Finch Avenue

City ward: Ward 1 Etobicoke North

Results: Recommended as a regular part of the TTC network

The 319 WILSON overnight route was extended to provide new service to Steeles Avenue on Martin Grove Road north of John Garland Boulevard, in February 1999, as a result of a recommendation in the *1999 Service Plan*. The change made service better for customers by reducing the distance they need to walk to the nearest bus stop with overnight service.

To make this change, overnight service was removed from Finch Avenue, between John Garland Boulevard and Humberline Drive, and overnight service on a section of

Humber College Boulevard was changed to be provided by the 309 FINCH WEST overnight route. There was no change in operating cost.

On the day of the most recent passenger count, approximately 30 customer-trips were made from stops on Martin Grove Road north of John Garland Boulevard. This number compares to a projection in the *1999 Service Plan* of total ridership of approximately 50 customer-trips each night.

Although the new service is not used by as many customers on Martin Grove Road north of John Garland Boulevard as was projected in the *1999 Service Plan*, this change provides a better service for approximately 20 customer-trips each evening which are made with a shorter walk to the nearest stop with overnight service. Service was made worse for approximately 15 customer-trips each weeknight that previously used the 319 WILSON overnight route to reach stops on Humber College Boulevard and Finch Avenue. These customers have an additional transfer or a longer walk.

The change in weighted travel time shows that the benefit to customers of the shorter walk to the new service is greater than the inconvenience of an additional transfer or a longer walk. This change is an overall improvement in service for customers, and it is therefore recommended as a regular part of the TTC network.

Appendix A – Service changes, 2001-2002

This list summarises significant service changes that have been made since the report on *Service Improvements for 2002* was issued in October 2001. To the right of each description is shown the programme or project through which the change was developed and approved. The list does not include the minor improvements and other adjustments that have been made each month to respond to changing customer demand and operating conditions.

September 2001

105 DUFFERIN NORTH – New service on Confederation Boulevard..... Under contract to York Region Transit

November 2001

105 DUFFERIN NORTH – Low-floor buses used, replacing lift-equipped buses Ridership monitoring

January 2002

168 SYMINGTON – Service to West Park Hospital eliminated..... Post-implementation review

112 WEST MALL – Evening service to Disco Road eliminated Post-implementation review

February 2002

32 EGLINTON WEST – Extension to Airport Corporate Centre..... Under contract to Mississauga Transit

165 WESTON RD NORTH – Extension to Major Mackenzie Drive..... Under contract to York Region Transit

March 2002

New Eglinton Garage opens and old Eglinton and Danforth garages close Capital budget/state-of-good-repair

65 PARLIAMENT – Low-floor buses used, replacing lift-equipped buses..... Ridership monitoring

May 2002

25 DON MILLS – New off-peak service to 16th Avenue..... Under contract to York Region Transit

105 DUFFERIN NORTH – New late evening service Under contract to York Region Transit

32 EGLINTON WEST – New evening and Saturday service to Skymark..... *Service Improvements for 2002*

169 HUNTINGWOOD – New route number Ridership monitoring

37 ISLINGTON – New midday service to Highway 7 Under contract to York Region Transit

35 JANE – Route change on Shoreham Drive and Murray Ross Parkway..... *Service Improvements for 2002*

107B KEELE NORTH – Extension to Rutherford GO Stn and new midday service Under contract to York Region Transit

107C KEELE NORTH – Extension to Teston Road Under contract to York Region Transit

129 MCCOWAN NORTH – New Sunday and holiday service to Major Mackenzie Drive..... Under contract to York Region Transit

131 NUGGET – New Sunday evening service *Service Improvements for 2002*

53 STEELES EAST – New evening and Saturday service to Markham Road..... *Service Improvements for 2002*

24 VICTORIA PARK – New off-peak service to Major Mackenzie Drive..... Under contract to York Region Transit

68 WARDEN – New evening and Sunday service to 16th Avenue Under contract to York Region Transit

June 2002

63 OSSINGTON – Revised routing at King Street Ridership monitoring

September 2002

102 MARKHAM RD – Extension to Major Mackenzie Drive Under contract to York Region Transit

Appendix B – Services with poor financial performance, 2002

Financial evaluation of present services

As part of the TTC’s service standards, the Commission has established financial criteria to govern whether a new service should be introduced, whether a trial service should be continued, or whether a service which is a regular part of the TTC route network but has low ridership should be modified or removed. These financial criteria are used to evaluate every possible service change, including those in the annual report on service improvements.

For every period of service that is now operated on every bus or streetcar route in the TTC system, the change in ridership per dollar of net cost change has been calculated. This is the number of customers who would no longer use the TTC for each dollar of net cost savings if the service were removed. For proposed new services, a similar calculation is made of the number of new customers who would be attracted to the TTC per dollar of net cost increase if the service were introduced.

A minimum value for the customer change per dollar of net cost change is established each year as the TTC’s operating budget is established. The minimum value depends on the amount of fare revenue that is expected from customers and the amount of funding that is provided by the City of Toronto. This year, the minimum value is 0.23.

New services will not be introduced if the customer change per dollar of net cost change is below 0.23. Recently-introduced services which are on trial will be removed if the customer change per dollar of net cost change is below 0.23.

Service changes could be made to reduce costs on some other services with a customer change per dollar of net cost change below 0.23. If no suitable changes can be found for routes on which the customer change per dollar of net cost change is under 0.23, and if service reductions are required, either because of declining ridership or reductions in funding, then these services would be recommended for removal.

This appendix lists the periods of service on 73 routes during which the financial performance does not meet the TTC’s standard of a customer change per dollar of net cost change value of 0.23. It also shows whether there are service changes which are recommended or which could be made in future that would improve the financial performance of the service.

Notes in this table

- 1 — These routes have poor financial performance over their entire lengths during the peak periods from Monday to Friday; if service reductions are required in the future, either because of declining ridership or reductions in funding, then these routes would be recommended for removal at all times of the week.
- 2 — A possible future service reduction has been identified for this route or section.
- 3 — A service improvement has been recommended or approved for this route, as detailed in Section 2 or Section 3.
- 4 — A new connection to the 4 SHEPPARD subway may increase ridership on this route.

Route and section

Day of the week	Time of day	Cust/dollar	Note
5 AVENUE RD			
<i>North of St. Clair Avenue to Eglinton Station</i>			
Monday-Friday	Peak periods	0.19	—
Saturday	Early evening	0.17	—
Sunday/holiday	Daytime	0.14	—
	Early evening	0.08	—
61 AVENUE RD NORTH			
Monday-Friday	Late evening	0.20	—
Sunday/holiday	Late evening	0.16	—
160 BATHURST NORTH			
<i>Between Wilson Station and Steeles Avenue</i>			
Monday-Friday	Peak periods	0.02	1
	Midday	0.02	1
	Early evening	0.03	1
Saturday	Daytime	0.03	1
	Early evening	0.02	1
Sunday/holiday	Daytime	0.03	1
	Early evening	0.02	1

6 BAY			
<i>South of Davenport Road to Jarvis Street</i>			
Monday-Friday	Early evening	0.19	—
11 BAYVIEW			
<i>Between Davisville Station and Sunnybrook Hospital</i>			
Monday-Friday	Late evening	0.19	4
Sunday/holiday	Late evening	0.19	4
11 BAYVIEW			
<i>Between Sunnybrook Hospital and Sheppard Avenue</i>			
Saturday	Late evening	0.10	4
Sunday/holiday	Late evening	0.16	4
11 BAYVIEW			
<i>North of Sheppard Avenue to Steeles Avenue</i>			
Sunday	Early evening	0.16	4
9 BELLAMY			
Saturday	Early evening	0.14	—

49 BLOOR WEST				
Monday-Friday	Peak periods	0.15	1	
	Midday	0.16	1	
	Early evening	0.18	1	
	Late evening	0.11	1	
Saturday	Early evening	0.14	1	
	Late evening	0.05	1	
Sunday/holiday	Early evening	0.21	1	
	Late evening	0.06	1	
21 BRIMLEY				
<i>Between Kennedy Station and Scarborough Centre Station</i>				
Monday-Friday	Early evening	0.19	—	
	Late evening	0.13	—	
Saturday	Early evening	0.19	—	
	Late evening	0.08	—	
Sunday/holiday	Early evening	0.08	—	
8 BROADVIEW				
Monday-Friday	Peak periods	0.10	1	
	Early evening	0.20	1	
	Late evening	0.10	1	
Sunday/holiday	Daytime	0.18	1	
	Early evening	0.22	1	
	Late evening	0.17	1	
50 BURNHAMTHORPE				
Monday-Friday	Peak periods	0.18	1	
120 CALVINGTON				
Monday-Friday	Peak periods	0.14	1	
22 COXWELL				
<i>On Kingston Rd between Queen St and Victoria Park Ave</i>				
Saturday	Late evening	0.20	—	
42 CUMMER				
<i>Between Finch Station and Victoria Park Avenue</i>				
Monday-Friday	Late evening	0.16	2	
Saturday	Late evening	0.08	—	
Sunday/holiday	Late evening	0.06	—	
42 CUMMER				
<i>Between Victoria Park Avenue and Kennedy Road</i>				
Monday-Friday	Peak periods	0.20	—	
	Midday	0.15	—	
	Early evening	0.18	2	
	Late evening	0.05	2	
Saturday	Daytime	0.13	—	
	Late evening	0.02	—	
Sunday/holiday	Daytime	0.14	—	
	Late evening	0.02	—	
42 CUMMER				
<i>East of Kennedy Road</i>				
Monday-Friday	Peak periods	0.14	—	
113 DANFORTH				
Saturday	Early evening	0.22	—	
	Late evening	0.10	—	
Sunday/holiday	Early evening	0.14	—	
	Late evening	0.06	—	
127 DAVENPORT				
Monday-Friday	Peak periods	0.21	1, 2	
	Midday	0.15	1	
	Early evening	0.17	1	
Saturday	Daytime	0.14	1	

23 DAWES				
Monday-Friday	Peak periods	0.18	1,2	
125 DREWRY				
Monday-Friday	Late evening	0.16	—	
26 DUPONT				
<i>East of Dupont Station to St. George Station</i>				
Monday-Friday	Peak periods	0.17	1	
	Midday	0.04	1	
	Late evening	0.22	1	
Saturday	Daytime	0.03	1	
	Late evening	0.10	1	
Sunday/holiday	Daytime	0.05	1	
	Early evening	0.18	1	
26 DUPONT				
<i>West of Dupont Station to Jane Station</i>				
Monday-Friday	Peak periods	0.14	1	
	Midday	0.13	1	
	Early evening	0.14	1	
	Late evening	0.17	1	
Saturday	Daytime	0.15	1	
	Early evening	0.10	1	
Sunday/holiday	Late evening	0.10	1	
	Daytime	0.13	1	
	Early evening	0.08	1	
15 EVANS				
Monday-Friday	Late evening	0.19	—	
33 FOREST HILL				
Monday-Friday	Midday	0.18	—	
135 GERRARD				
<i>Between Main Street Station and Warden Avenue</i>				
Monday-Friday	Peak periods	0.13	—	
	Midday	0.09	—	
	Early evening	0.11	—	
	Late evening	0.07	—	
Saturday	Daytime	0.11	—	
14 GLENCAIRN				
<i>Between Davisville Station and Glencairn Station</i>				
Monday-Friday	Peak periods	0.13	—	
14 GLENCAIRN				
<i>West of Glencairn Station to Caledonia Road</i>				
Monday-Friday	Early evening	0.17	—	
38 HIGHLAND CREEK				
<i>East of U of T Scarborough to Rouge Hill GO Station</i>				
Saturday	Late evening	0.16	—	
169 HUNTINGWOOD				
Monday-Friday	Peak periods	0.07	1,4	
37 ISLINGTON				
<i>North of Rexdale Boulevard to Steeles</i>				
Sunday	Late evening	0.22	—	
37 ISLINGTON				
<i>On Rexdale Boulevard to Humberwood Boulevard</i>				
Monday-Friday	Peak periods	0.12	—	
110 ISLINGTON SOUTH				
<i>On Horner Avenue to Long Branch</i>				
Monday-Friday	Early evening	0.11	—	
	Late evening	0.20	—	

83 JONES					74 MT PLEASANT				
Saturday	Early evening	0.17	—		Monday-Friday	Peak periods	0.10	1	
107 KEELE NORTH					70 O'CONNOR				
<i>Between Downsview Station and Steeles Avenue</i>					<i>Between Coxwell Station and St. Clair Avenue</i>				
Monday-Friday	Peak periods	0.04	—		Saturday	Early evening	0.22	—	
	Early evening	0.19	2		Sunday/holiday	Early evening	0.20	—	
	Late evening	0.14	—			Late evening	0.05	—	
Saturday	Early evening	0.11	2		63 OSSINGTON				
	Late evening	0.04	—		<i>North of St. Clair Avenue to Eglinton West Station</i>				
503 KINGSTON RD					Saturday	Late evening	0.18	—	
Monday-Friday	Peak periods	0.12	1,2		Sunday/holiday	Late evening	0.12	—	
44 KIPLING SOUTH					67 PHARMACY				
Sunday/holiday	Late evening	0.14	—		<i>North of Eglinton Avenue to Ellesmere Road and Penworth Road</i>				
30 LAMBTON					Monday-Friday	Midday	0.18	—	
<i>On High Park Avenue</i>					Saturday	Daytime	0.14	—	
Monday-Friday	Late evening	0.18	—		67 PHARMACY				
Sunday/holiday	Late evening	0.15	—		<i>Between Victoria Park Station and Eglinton Avenue</i>				
30 LAMBTON					Monday-Friday	Midday	0.21	—	
<i>On Dundas between High Park Avenue and Prince Edward Drive</i>					167 PHARMACY NORTH				
Monday-Friday	Peak periods	0.22	—		<i>North of Highway 401 to Steeles Avenue</i>				
Sunday/holiday	Daytime	0.19	—		Monday-Friday	Midday	0.14	4	
	Late evening	0.16	—		Saturday	Daytime	0.13	4	
30 LAMBTON					66 PRINCE EDWARD				
<i>West of Prince Edward Drive to Kipling Station</i>					<i>On Park Lawn Rd south of Berry Rd to Lake Shore Blvd</i>				
Monday-Friday	Early evening	0.20	—		Monday-Friday	Peak periods	0.19	—	
	Late evening	0.03	—		134 PROGRESS				
Saturday	Early evening	0.20	—		<i>North of Finch Avenue to McNicoll Avenue</i>				
	Late evening	0.02	—		Monday-Friday	Peak periods	0.06	—	
Sunday/holiday	Daytime	0.22	—		134 PROGRESS				
	Late evening	0.02	—		<i>Between Centennial College and Finch Avenue</i>				
47 LANSDOWNE					Monday-Friday	Peak periods	0.09	—	
<i>North of St. Clair Avenue to Yorkdale Station</i>					Monday-Friday	Midday	0.12	—	
Saturday	Late evening	0.19	—		Saturday	Daytime	0.19	—	
Sunday/holiday	Early evening	0.14	2		80 QUEENSWAY				
	Late evening	0.13	—		<i>Between Keele Station and Humber Loop</i>				
52 LAWRENCE WEST					Monday-Friday	Peak periods	0.05	—	
<i>On Benton Rd, Sheffield St, Ingram Dr, Gulliver Rd, Culford Rd</i>						Midday	0.03	—	
Monday-Friday	Peak periods	0.16	1			Early evening	0.09	—	
162 LAWRENCE-DONWAY					Saturday	Daytime	0.05	—	
<i>East of Bayview Avenue to Don Mills</i>						Early evening	0.10	—	
Monday-Friday	Peak periods	0.07	1		109 RANEE				
	Midday	0.04	1		<i>On Marlee Ave between Eglinton West Stn, Lawrence West Stn</i>				
56 LEASIDE					Monday-Friday	Peak periods	0.10	—	
Monday-Friday	Early evening	0.16	—			Midday	0.19	—	
46 MARTIN GROVE						Late evening	0.19	—	
Sunday/holiday	Late evening	0.20	—		Sunday/holiday	Daytime	0.17	—	
57 MIDLAND					109 RANEE				
<i>Between Kennedy Station and Midland Station</i>					<i>North of Lawrence West Station to Bathurst</i>				
Monday-Friday	Midday	0.21	—		Sunday/holiday	Daytime	0.20	—	
132 MILNER					48 RATHBURN				
Monday-Friday	Peak periods	0.06	1		Monday-Friday	Peak periods	0.18	1,2	
	Early evening	0.15	1			Midday	0.16	1,2	
62 MORTIMER					Saturday	Daytime	0.11	1	
Monday-Friday	Peak periods	0.17	1		Sunday/holiday	Daytime	0.19	1	
	Early evening	0.14	1		161 ROGERS RD				
Saturday	Early evening	0.14	1		<i>Between Ossington Station and Rogers Road</i>				
Sunday/holiday	Early evening	0.11	1		Sunday/holiday	Late evening	0.18	—	

82 ROSEDALE					69 WARDEN SOUTH				
Monday-Friday	Late evening	0.10	—		<i>On Birchmount Avenue</i>				
Saturday	Late evening	0.12	—		Monday-Friday	Peak periods	0.19	—	
Sunday/holiday	Early evening	0.18	—			Midday	0.11	—	
	Late evening	0.03	—			Early evening	0.16	—	
76 ROYAL YORK SOUTH					94 WELLESLEY				
<i>On Grand Avenue</i>					<i>West of Wellesley Station to Ossington Station</i>				
Monday-Friday	Peak periods	0.08	—		Monday-Friday	Late evening	0.17	—	
71 RUNNYMEDE					Saturday	Daytime	0.12	2	
<i>North of St. Clair Avenue to Eglinton Avenue and Industry Street</i>						Early evening	0.21	—	
Monday-Friday	Peak periods	0.18	—			Late evening	0.06	—	
	Midday	0.05	—		Sunday/holiday	Early evening	0.15	—	
						Late evening	0.04	—	
86 SCARBOROUGH					112 WEST MALL				
<i>East of Kingston Road to Beechgrove Drive</i>					<i>North of Eglinton Avenue to Disco Road</i>				
Monday-Friday	Peak periods	0.12	—		Monday-Friday	Midday	0.06	—	
	Midday	0.03	—						
86 SCARBOROUGH					98 WILLOWDALE-SENLAC				
<i>North of Sheppard Avenue to Toronto Zoo</i>					<i>On Senlac Road, Grantbrook Street, and Cactus Avenue</i>				
Monday-Friday	Peak periods	0.03	—		Monday-Friday	Midday	0.07	—	
	Midday	0.04	—		Monday-Friday	Early evening	0.12	—	
79 SCARLETT RD					Saturday	Daytime	0.03	2	
<i>North of Eglinton Avenue to Weston</i>					Sunday/holiday	Daytime	0.05	—	
Monday-Friday	Peak periods	0.19	—		98 WILLOWDALE-SENLAC				
75 SHERBOURNE					<i>On Willowdale Avenue</i>				
Sunday/holiday	Late evening	0.18	—		Monday-Friday	Peak periods	0.05	1	
123 SHORNCLIFFE						Midday	0.05	1	
<i>On Browns Line south of Evans Avenue to Long Branch</i>						Early evening	0.06	1	
Monday-Friday	Late evening	0.12	—		Saturday	Daytime	0.02	1,2	
Saturday	Daytime	0.20	—		Sunday/holiday	Daytime	0.04	1	
115 SILVER HILLS					96 WILSON				
Monday-Friday	Peak periods	0.14	1		<i>On Clayson Road and Bartor Avenue</i>				
88 SOUTH LEASIDE					Monday-Friday	Peak periods	0.04	—	
Monday-Friday	Late evening	0.05	—		96 WILSON				
Saturday	Late evening	0.09	—		<i>North of Finch Avenue to Humberline Loop and Carrier Drive</i>				
Sunday/holiday	Early evening	0.19	—		Monday-Friday	Midday	0.10	—	
	Late evening	0.06	—		91 WOODBINE				
88 SOUTH LEASIDE					<i>Between St. Clair Avenue and Lawrence Avenue</i>				
<i>East of Laird Drive to Thorncliffe Park</i>					Monday-Friday	Peak periods	0.11	—	
Monday-Friday	Midday	0.21	—			Midday	0.18	—	
	Early evening	0.20	—			Early evening	0.15	—	
124 SUNNYBROOK					Saturday	Daytime	0.21	—	
Saturday	Late evening	0.17	—			Early evening	0.07	—	
10 VAN HORNE					91 WOODBINE				
Monday-Friday	Peak periods	0.21	4		<i>Between Woodbine Station and Parkview Hills</i>				
Monday-Friday	Midday	0.19	4		Monday-Friday	Peak periods	0.14	—	
90 VAUGHAN						Midday	0.18	—	
<i>West of Oakwood Avenue to Eglinton Avenue</i>					Saturday	Daytime	0.20	—	
Monday-Friday	Peak periods	0.17	—		91 WOODBINE				
24 VICTORIA PARK					<i>On Railside Road and north of Lawrence Avenue</i>				
<i>On Consumers Road and Yorkland Boulevard</i>					Monday-Friday	Midday	0.14	—	
Monday-Friday	Peak periods	0.10	4		92 WOODBINE SOUTH				
68 WARDEN					Monday-Friday	Peak periods	0.20	1,2,3	
<i>South of Sheppard Avenue</i>						Midday	0.18	1,2,3	
Saturday	Late evening	0.21	4		Sunday/holiday	Daytime	0.16	1,2,3	
						Early evening	0.15	1,3	

97 YONGE
Between Davisville Station and York Mills Station*

Monday-Friday	Midday*	0.13	—
	Early evening	0.15	—
Saturday	Late evening	0.06	—
	Early evening	0.15	—
Sunday/holiday	Late evening	0.05	—
	Daytime	0.21	—
	Early evening	0.09	—
	Late evening	0.04	—

* — Buses run St. Clair Station to York Mills Station at this time

97 YONGE
South of Davisville Station to Queens Quay

Monday-Friday	Peak periods	0.02	—
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97 YONGE
Between York Mills Station and Steeles

Monday-Friday	Peak periods	0.05	—
	Midday	0.05	—
	Early evening	0.02	—
Saturday	Daytime	0.07	—
	Early evening	0.03	—
Sunday/holiday	Daytime	0.07	—
	Early evening	0.02	—

95 YORK MILLS
On Ellesmere Road east of Military Trail to Kingston Road

Monday-Friday	Peak periods	0.09	2
	Early evening	0.18	—
Sunday/holiday	Daytime	0.17	—

Appendix C – Ridership and cost statistics for bus and streetcar routes, 2002

Route	Mode/ note	Customers per day, Mon-Fri	Revenue per day, Mon-Fri	Vehicles in		Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
				morning peak period	afternoon peak period				
192 AIRPORT ROCKET		1,500	\$1,000	1	2	35	630	\$3,200	33%
117 ALNESS		2,700	\$1,700	5	4	40	490	\$4,100	41%
5 AVENUE RD		3,000	\$2,500	4	3	50	470	\$4,300	58%
61 AVENUE RD NORTH		3,800	\$2,600	4	4	60	540	\$5,100	52%
7 BATHURST		26,300	\$18,600	20	19	310	3,500	\$27,500	68%
511 BATHURST	SC	14,800	\$9,200	10	10	150	1,300	\$19,000	49%
160 BATHURST NORTH	(1)	2,600	\$1,800	3	3	40	470	\$3,700	49%
6 BAY		13,500	\$9,600	16	14	180	1,500	\$15,700	61%
11 BAYVIEW and 28 DAVISVILLE	(2)	8,800	\$5,900	11	9	140	1,700	\$13,000	46%
9 BELLAMY		3,300	\$2,400	4	5	65	920	\$6,100	40%
17 BIRCHMOUNT	(1)	11,200	\$7,800	11	9	140	1,900	\$13,100	60%
49 BLOOR WEST		3,200	\$2,200	4	3	45	570	\$4,300	52%
21 BRIMLEY		8,200	\$5,500	8	8	110	1,400	\$10,100	54%
8 BROADVIEW		920	\$630	1	1	17	180	\$1,500	42%
50 BURNHAMTHORPE		3,300	\$2,200	4	3	45	520	\$4,100	54%
120 CALVINGTON		330	\$260	1	1	9	110	\$880	30%
506 CARLTON	SC	41,200	\$33,900	32	27	410	4,000	\$55,600	61%
126 CHRISTIE		2,900	\$1,900	2	2	30	230	\$2,400	77%
20 CLIFFSIDE		6,200	\$4,100	5	4	70	820	\$6,300	66%
87 COSBURN		7,900	\$5,400	8	7	100	1,100	\$9,100	60%
22 COXWELL		6,100	\$3,800	3	3	65	560	\$5,300	71%
42 CUMMER		7,000	\$4,700	12	10	130	1,700	\$12,400	37%
113 DANFORTH		4,300	\$3,000	4	3	50	580	\$4,700	64%
127 DAVENPORT		2,200	\$1,500	3	2	40	410	\$3,400	44%
23 DAWES		5,900	\$3,800	6	4	60	590	\$5,600	69%
25 DON MILLS	(1)	36,700	\$26,000	30	26	390	4,900	\$35,800	72%
108 DOWNSVIEW		6,500	\$4,300	7	5	90	1,200	\$8,200	52%
502 DOWNTOWNER and 503 KINGSTON RD	SC(2)	6,300	\$6,000	13	11	100	860	\$16,000	37%
125 DREWRY		2,700	\$1,700	3	2	35	350	\$3,100	55%
29 DUFFERIN		41,400	\$28,900	32	28	420	4,400	\$37,600	77%
105 DUFFERIN NORTH	(1)	1,600	\$910	2	2	18	170	\$1,700	53%
505 DUNDAS	SC	36,600	\$27,200	19	20	310	2,700	\$39,000	70%
26 DUPONT		4,400	\$3,500	5	5	80	810	\$6,900	50%
111 EAST MALL		5,300	\$3,900	5	5	75	1,000	\$6,900	56%
34 EGLINTON EAST		26,200	\$17,500	25	21	290	3,200	\$26,400	66%
32 EGLINTON WEST	(1)	37,400	\$25,600	43	32	480	5,200	\$43,800	58%
15 EVANS		3,500	\$2,400	4	4	60	780	\$5,500	43%
104 FAYWOOD		3,200	\$2,000	3	3	45	520	\$4,000	51%
39 FINCH EAST		42,600	\$28,600	54	43	510	8,100	\$52,400	55%
36 FINCH WEST		38,300	\$27,100	35	30	440	5,700	\$41,400	66%
100 FLEMINGDON PARK		13,300	\$9,500	18	14	220	2,700	\$20,200	47%
33 FOREST HILL		660	\$430	1	1	13	130	\$1,100	38%
135 GERRARD		3,000	\$2,000	2	2	35	390	\$2,900	69%
14 GLENCAIRN		2,000	\$1,300	3	3	35	320	\$3,000	43%
122 GRAYDON HALL		3,000	\$1,800	4	4	45	530	\$4,100	42%
31 GREENWOOD		4,000	\$2,600	3	3	45	350	\$3,700	70%
169 HUNTINGWOOD		2,600	\$2,200	6	6	50	650	\$5,100	43%
37 ISLINGTON	(1)	15,200	\$11,000	15	15	220	2,900	\$20,200	54%

Route	Mode/ note	Customers		Revenue		Vehicles in		Hours per day, Mon-Fri	Miles per day, Mon-Fri	Cost per day, Mon-Fri	Revenue/ cost ratio, Mon-Fri
		per day, Mon-Fri	per day, Mon-Fri	morning peak period	afternoon peak period						
110 ISLINGTON SOUTH		8,700	\$5,300	9	10	130	1,500	\$12,100	44%		
35 JANE	(1)	36,000	\$25,900	32	29	430	5,100	\$39,300	66%		
83 JONES		2,000	\$1,300	3	2	30	280	\$2,700	46%		
40 JUNCTION		5,200	\$3,300	3	4	60	560	\$5,100	64%		
41 KEELE		23,200	\$16,300	16	18	270	3,200	\$24,200	67%		
107 KEELE NORTH	(1)	1,400	\$840	5	5	70	890	\$6,500	13%		
43 KENNEDY		12,600	\$8,500	9	10	140	1,700	\$12,600	68%		
504 KING and 508 LAKE SHORE	SC(2)	51,800	\$37,700	46	33	470	4,300	\$66,000	57%		
12 KINGSTON RD		6,700	\$4,700	8	7	100	1,200	\$9,400	50%		
45 KIPLING		17,100	\$11,900	20	16	250	3,700	\$23,900	50%		
44 KIPLING SOUTH		6,100	\$3,700	5	5	65	860	\$6,000	62%		
30 LAMBTON		3,000	\$1,900	3	3	45	530	\$4,000	47%		
47 LANSDOWNE		15,300	\$10,100	12	10	170	1,700	\$15,000	67%		
54 LAWRENCE EAST		32,100	\$23,900	33	31	440	5,700	\$41,100	58%		
52 LAWRENCE WEST		20,200	\$13,300	19	17	240	2,900	\$22,400	60%		
56 LEASIDE		3,400	\$2,200	5	4	55	610	\$5,200	41%		
51 LESLIE		4,300	\$3,000	7	6	90	1,200	\$8,400	36%		
64 MAIN		5,700	\$3,500	3	3	50	420	\$4,300	83%		
58 MALTON	(1)	12,700	\$9,300	13	13	180	2,300	\$16,900	55%		
59 MAPLE LEAF		3,500	\$2,700	5	5	55	640	\$5,300	50%		
102 MARKHAM RD	(1)	18,700	\$14,300	15	14	200	2,700	\$18,900	75%		
46 MARTIN GROVE and 191 HIGHWAY 27 ROCKET	(2)	14,100	\$9,700	17	16	230	3,900	\$23,200	42%		
16 McCOWAN		9,400	\$6,400	7	7	100	1,300	\$9,600	66%		
129 McCOWAN NORTH	(1)	12,000	\$7,300	11	10	140	1,600	\$12,700	57%		
130 MIDDLEFIELD		2,600	\$1,400	3	3	40	460	\$3,600	39%		
57 MIDLAND		12,400	\$8,100	10	9	130	1,800	\$12,500	65%		
132 MILNER		2,400	\$1,400	3	3	35	510	\$3,400	42%		
116 MORNINGSIDE		17,300	\$13,000	15	19	250	3,600	\$23,500	55%		
62 MORTIMER		3,800	\$2,600	3	3	45	480	\$4,000	65%		
74 MT PLEASANT		1,100	\$820	2	2	20	170	\$1,900	43%		
103 MT PLEASANT NORTH		2,100	\$1,400	3	2	35	370	\$3,300	42%		
133 NEILSON and 38 HIGHLAND CREEK	(2)	11,400	\$7,500	10	11	85	2,400	\$11,000	68%		
131 NUGGET		6,500	\$3,900	13	13	130	1,800	\$12,900	30%		
70 O'CONNOR		8,100	\$5,500	6	6	90	960	\$8,000	68%		
63 OSSINGTON		18,400	\$11,900	14	12	190	1,700	\$16,500	72%		
72 PAPE	(3)	8,400	\$5,100	6	7	100	830	\$8,700	58%		
65 PARLIAMENT		2,800	\$1,800	2	2	35	270	\$2,900	61%		
67 PHARMACY		5,900	\$4,400	7	7	95	1,200	\$8,800	51%		
66 PRINCE EDWARD		3,900	\$2,300	4	4	60	710	\$5,300	43%		
134 PROGRESS		7,600	\$4,400	9	7	95	1,100	\$9,000	49%		
501 QUEEN	SC	45,100	\$39,400	29	31	510	5,200	\$65,300	60%		
80 QUEENSWAY		2,000	\$1,400	3	3	50	680	\$4,500	32%		
109 RANEE		4,400	\$2,700	4	4	60	630	\$5,300	51%		
48 RATHBURN		2,400	\$1,700	4	3	45	700	\$4,500	37%		
161 ROGERS RD		7,000	\$5,600	7	6	110	1,100	\$9,400	60%		
82 ROSEDALE		1,700	\$1,000	2	2	25	280	\$2,400	44%		
73 ROYAL YORK		8,400	\$5,800	9	9	140	2,000	\$13,200	44%		
76 ROYAL YORK SOUTH		8,400	\$5,300	7	5	85	980	\$7,600	69%		
71 RUNNYMEDE and 77 SWANSEA	(2)	4,600	\$3,000	5	4	45	1,000	\$5,200	57%		
86 SCARBOROUGH		15,000	\$10,100	21	15	240	3,500	\$23,300	43%		
79 SCARLETT RD		6,600	\$4,300	11	8	120	1,500	\$11,100	39%		
85 SHEPPARD EAST		36,500	\$25,700	38	35	480	6,500	\$45,400	57%		
84 SHEPPARD WEST		15,800	\$10,400	16	13	180	2,400	\$17,300	60%		
75 SHERBOURNE		4,500	\$3,200	4	4	65	480	\$5,300	61%		

Route	Mode/ note	Customers		Revenue		Vehicles in	Vehicles in	Hours	Miles	Cost	Revenue/ cost ratio,
		per day, Mon-Fri	per day, Mon-Fri	morning peak period	afternoon peak period	per day, Mon-Fri	per day, Mon-Fri	per day, Mon-Fri	per day, Mon-Fri	per day, Mon-Fri	
123 SHORNCLIFFE		4,700	\$2,900	5	4	70	890	\$6,200	46%		
115 SILVER HILLS		610	\$510	2	2	16	200	\$1,700	31%		
88 SOUTH LEASIDE		3,500	\$2,400	7	6	80	910	\$7,400	33%		
510 SPADINA and 509 HARBOURFRONT	SC(2) (3)	42,700	\$25,100	18	24	360	2,700	\$42,800	59%		
78 ST ANDREWS		1,900	\$1,200	3	2	25	320	\$2,600	46%		
512 ST CLAIR	SC	32,200	\$21,500	22	19	310	2,600	\$39,200	55%		
53 STEELES EAST		20,600	\$14,200	31	29	340	4,500	\$32,800	43%		
60 STEELES WEST		23,600	\$16,200	28	27	360	4,700	\$34,100	48%		
124 SUNNYBROOK and 162 LAWRENCE-DONWAY	(2)	2,800	\$1,700	4	4	55	590	\$5,000	34%		
168 SYMINGTON		7,800	\$5,100	7	6	95	930	\$8,300	61%		
81 THORNCLIFFE PARK		7,200	\$4,600	6	5	75	810	\$6,700	69%		
10 VAN HORNE		3,300	\$2,200	9	7	75	980	\$7,400	30%		
90 VAUGHAN		6,700	\$4,200	6	5	65	570	\$5,900	71%		
24 VICTORIA PARK	(1)	22,400	\$15,900	22	18	250	3,100	\$23,700	67%		
68 WARDEN	(1)	14,700	\$9,600	16	12	190	2,400	\$17,600	54%		
69 WARDEN SOUTH		6,100	\$3,600	5	4	65	750	\$5,900	61%		
55 WARREN PARK		720	\$550	1	1	11	120	\$1,000	54%		
94 WELLESLEY		10,800	\$6,900	8	6	110	930	\$9,500	73%		
112 WEST MALL		7,800	\$5,200	11	9	130	1,800	\$12,400	42%		
89 WESTON		14,400	\$10,500	12	10	160	1,800	\$14,600	72%		
165 WESTON RD NORTH	(1)	16,300	\$11,400	16	13	230	2,900	\$20,800	55%		
98 WILLOWDALE-SENLAC		1,800	\$1,300	4	4	45	530	\$4,300	29%		
96 WILSON		21,500	\$14,100	27	24	330	4,300	\$31,000	45%		
91 WOODBINE		4,900	\$3,200	6	7	85	1,100	\$8,100	39%		
92 WOODBINE SOUTH		2,400	\$1,500	3	2	35	270	\$3,000	51%		
97 YONGE		3,400	\$2,600	7	7	110	1,100	\$9,300	28%		
95 YORK MILLS		24,100	\$17,000	34	24	350	4,600	\$33,700	50%		
106 YORK UNIVERSITY and 196 YORK UNIVERSITY ROCKET	(2)	16,700	\$10,300	23	18	260	3,700	\$25,200	41%		

Explanation of mode/note:

Buses are used on all routes, except as otherwise noted.

SC – Streetcars are used on this route.

1 – This route also provides service outside Toronto, under contract.

2 – These routes provide a single service over much of their length.

3 – Includes a trial service, subject to a post-implementation review.

Glossary

Average fare — The average fare revenue collected for one customer-trip, taking into account the value of all cash fares, tickets and tokens, passes, and discounted fares. In 2002, the average fare is \$1.55.

Busiest hour — The levels of service on TTC routes are determined by the loading standards, which are based on the average number of customers on each vehicle during the busiest hour on that route. The busiest hour is the 60-minute period within each time period during which the greatest number of customers is carried.

Change in ridership per dollar change in cost — The TTC's measure of financial performance for a route. This measure can also be expressed as "customers gained per dollar spent" for new services, as "customers lost per dollar saved" for service reductions, and as "customers lost per dollar gained" for fare increases. In this report, it is also abbreviated as "customers per dollar."

Customer — A person who is on board a TTC vehicle or who uses TTC transportation services.

Customer-trip — A one-way trip by a customer from an origin to a destination, involving the use of one or more transit vehicles. Most customers make two customer-trips each day.

Direct variable costs — The direct variable costs are the costs which vary, in the short term, with each mile or hour of service operated. They include operators' wages, running maintenance, and fuel costs. These costs are used to indicate the immediate budget effects of individual service decisions.

Fixed costs — Fixed costs are the costs which do not vary directly in the short term with the number of miles or hours of service operated. They include costs such as facility maintenance, utility costs, and administration costs.

Fully-allocated costs — The total cost of TTC operations which represents all of the operating costs contained in the annual operating budget. These costs include both direct variable costs and fixed costs.

Interval between buses — The scheduled time between successive buses on a route, in minutes.

Minimum financial standard — The lowest financial performance at which ridership on a service contributes positively to the TTC's financial situation. In 2002, the minimum financial standard is 0.23 customers per dollar.

Off-peak time periods — The time periods during which ridership is dominated by non-work trips. These time periods are the midday and evening on weekdays, and all day on Saturdays, Sundays, and holidays.

Peak periods — The peak time periods are the morning and afternoon rush hours, when ridership is dominated by work and school trips. They are usually defined as 6:00 to 9:00 a.m. and 3:00 to 7:00 p.m., but the schedule on any particular route is set according to customers' actual travel needs on that route.

Ridership — The occurrence of, or general volume of, customer-trips undertaken on TTC services.

Time periods — The scheduled frequencies of TTC service vary by the time of day. On some routes, service is provided only during certain time periods. The exact times at which the schedule changes, or begins and ends, are set by the customers' actual travel needs on each route.

From Monday to Friday, the day is divided into five time periods:

- Morning peak period, from 6:00 to 9:00 a.m. (Many busy routes also have service earlier in the morning.)
- Midday, from 9:00 a.m. to 3:00 p.m.
- Afternoon peak period, from 3:00 to 7:00 p.m.
- Early evening, from 7:00 p.m. to 1:00 a.m.
- Late evening, from 10:00 to 1:00 a.m.

On Saturdays, Sundays, and holidays, the day is divided into these time periods:

- Early morning, from 6:00 to 8:00 a.m. (Most routes have no early morning service on Sundays.)
- Morning, from 8:00 a.m. to 12:00 noon
- Afternoon, from 12:00 noon to 7:00 p.m.
- Early evening, from 7:00 to 10:00 p.m.
- Late evening, from 10:00 p.m. to 1:00 a.m.

The morning and afternoon peak periods and the midday from Monday to Friday, or the morning and afternoon on weekends, are sometimes referred to as simply "daytime."

Notes:

Base map source for all maps:

Toronto Land Information Service, 1999

Report completed on October 10, 2002

Index of service changes by city ward

Ward 1 Etobicoke North

46 MARTIN GROVE – Revised routing at Kipling Station 11

Ward 2 Etobicoke North

46 MARTIN GROVE – Revised routing at Kipling Station 11

112 WEST MALL – Revised service 13

Ward 3 Etobicoke Centre

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

46 MARTIN GROVE – Revised routing at Kipling Station 11

112 WEST MALL – Revised service 13

Ward 4 Etobicoke Centre

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

46 MARTIN GROVE – Revised routing at Kipling Station 11

Ward 5 Etobicoke-Lakeshore

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

46 MARTIN GROVE – Revised routing at Kipling Station 11

112 WEST MALL – Revised service 13

80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop 14

Ward 11 York South-Weston

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

Ward 12 York South-Weston

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

Ward 13 Parkdale-High Park

80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop 14

Ward 14 Parkdale-High Park

80 QUEENSWAY – Monday-Friday late evening service west of Humber Loop 14

Ward 15 Eglinton-Lawrence

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

Ward 17 Davenport

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

Ward 21 St. Paul's

192 AIRPORT ROCKET, 58 MALTON, and 307 EGLINTON WEST – Extension to Pearson Airport new terminal 10

58 MALTON and 307 EGLINTON WEST – Extension to Pearson Airport Terminal 3 10

Ward 22 St. Paul's

88 SOUTH LEASIDE – Service on Vanderhoof Avenue 12

Ward 26 Don Valley West

88 SOUTH LEASIDE – Service on Vanderhoof Avenue 12

Ward 27 Toronto Centre-Rosedale

88 SOUTH LEASIDE – Service on Vanderhoof Avenue 12

Ward 38 Scarborough Centre

133 NEILSON – Extension to Morningside Heights 11

Ward 42 Scarborough-Rouge River

133 NEILSON – Extension to Morningside Heights 11

Ward 43 Scarborough East

133 NEILSON – Extension to Morningside Heights 11

Index of streets, routes, and locations

<i>I</i>		33 FOREST HILL	31
1 YONGE-UNIVERSITY-SPADINA	7, 10	34 EGLINTON EAST	19
10 VAN HORNE	33	37 ISLINGTON	15, 31
100 FLEMINGDON PARK	19	38 HIGHLAND CREEK	31
102 MARKHAM RD	25	39 FINCH EAST	11
107 KEELE NORTH	32	<i>4</i>	
109 RANEE	27, 32	4 SHEPPARD	7, 30
11 BAYVIEW	30	42 CUMMER	11, 22, 31
110 ISLINGTON SOUTH	31	44 KIPLING SOUTH	32
112 WEST MALL	13, 33	46 MARTIN GROVE	11, 20, 32
113 DANFORTH	31	47 LANSDOWNE	18, 32
115 SILVER HILLS	33	48 RATHBURN	32
116 MORNINGSIDE	11, 20	49 BLOOR WEST	11, 31
120 CALVINGTON	31	<i>5</i>	
122 GRAYDON HALL	22	5 AVENUE RD	30
123 SHORNCLIFFE	33	50 BURNHAMTHORPE	31
124 SUNNYBROOK	21, 33	501 QUEEN	17, 19
125 DREWRY	31	502 DOWNTOWNER	22
127 DAVENPORT	31	503 KINGSTON RD	32
130 MIDDLEFIELD	25	504 KING	19
131 NUGGET	26	508 LAKE SHORE	17
132 MILNER	32	51 LESLIE	19
133 NEILSON	11	52 LAWRENCE WEST	32
134 PROGRESS	22, 24, 27, 32	54 LAWRENCE EAST	19
135 GERRARD	31	56 LEASIDE	12, 19, 22, 32
14 GLENCAIRN	25, 31	57 MIDLAND	32
143 DOWNTOWN/BEACH EXPRESS	15	58 MALTON	10, 15
15 EVANS	31	59 MAPLE LEAF	19, 22
160 BATHURST NORTH	30	<i>6</i>	
161 ROGERS RD	27, 32	6 BAY	30
162 LAWRENCE-DONWAY	32	61 AVENUE RD NORTH	30
163 RUSTIC RD	19	62 MORTIMER	32
165 WESTON RD NORTH	28	63 OSSINGTON	20, 32
167 PHARMACY NORTH	32	65 PARLIAMENT	26
168 SYMINGTON	27	66 PRINCE EDWARD	32
169 HUNTINGWOOD	31	67 PHARMACY	32
191 HIGHWAY 27 ROCKET	25	68 WARDEN	27, 33
192 AIRPORT ROCKET	10	69 WARDEN SOUTH	33
1998 Service Plan	16	<i>7</i>	
1999 Service Plan	17, 27, 28	70 O'CONNOR	18, 32
<i>2</i>		71 RUNNYMEDE	33
2 BLOOR-DANFORTH	7, 20	72 PAPE	22
2000 Service Plan	26, 27	74 MT PLEASANT	32
21 BRIMLEY	31	75 SHERBOURNE	33
22 COXWELL	22, 31	76 ROYAL YORK SOUTH	33
23 DAWES	31	<i>8</i>	
24 VICTORIA PARK	33	8 BROADVIEW	31
25 DON MILLS	19	80 QUEENSWAY	14, 23, 27, 32
29 DUFFERIN	18, 19	81 THORNCLIFFE PARK	19
<i>3</i>		82 ROSEDALE	33
30 LAMBTON	32	83 JONES	32
307 EGLINTON WEST	10	86 SCARBOROUGH	20, 33
309 FINCH WEST	24, 28		
319 WILSON	24, 28		

88 SOUTH LEASIDE 12, 17, 19, 33

9

9 BELLAMY 24, 30

90 VAUGHAN 33

91 WOODBINE 33

92 WOODBINE SOUTH 16, 23, 33

94 WELLESLEY 33

95 YORK MILLS 21, 34

96 WILSON 33

97 YONGE 21, 34

98 WILLOWDALE-SENLAC 33

A

Adelaide Street 17

Attwell Drive 13

Aukland Road 11

Avon Loop 27

B

Bamburgh Circle 28

Bathurst Street 17

Bayview Avenue 17

Belfield Road 13

Bellamy Road 24

Benton Road 19

Beth Neelson Drive 12, 19

Bicknell Loop 27

Birchmount Road 15

Bloor Street 11

BLOOR-DANFORTH subway 7, 20

Boardwalk Drive 16

Brentcliffe Road 12, 19

Brockport Drive 13

Bushby Drive 24

C

Carlingview Drive 13

Centennial College 27

City of Toronto 26

Close Avenue 18

Columbine Avenue 16

Comstock Road 18

Consilium Place 24

Copeland Street 12

Coronation Drive 20

Corporate Drive 24

Coxwell Avenue 16

Coxwell Station 18

Craigton Drive 18

Culford Road 19

Cultra Square 20

D

Disco Road 13

Donlands Station 19

Douro Street 20

Downtown Express 17

Dufferin Street 18

E

East York Town Centre 19

Eglinton Avenue 13, 18, 19

Eglinton Garage 18

Eglinton Square 18

Ellesmere Road 21

Eringate Drive 13

Exhibition GO Station 20

Exhibition Place 20

F

Falstaff Avenue 19

Finch Avenue 11, 22, 28

Finch Station 11

Fort York Boulevard 17

G

Galaxy Boulevard 13

Galloway Road 20

Gardentree Street 20

Gardiner Expressway 17

Gentian Drive 13

Glencairn Avenue 18

Glencairn Station 18

Grangeway Avenue 24

Greater Toronto Airports Authority 10

Guildwood Parkway 20

Gulliver Road 19

H

Hillmount Avenue 18

Humber College Boulevard 24, 28

Humber Loop 23, 27

Humberline Drive 28

Humberwood Boulevard 15, 24

Humberwood Loop 15, 24

I

Ingram Drive 19

International Boulevard 13

Island Road 21

Islington Station 15

J

Jameson Avenue 18

Jane Street 19

Jarvis Street 17

John Garland Boulevard 24, 28

K

Keele Station 14

Keele Street 19, 27

Kennedy Road 22

Kingston Road 15, 21, 22

Kipling Avenue 11, 20

Kipling Station 11

L

Laird Drive 19

Lake Shore Boulevard 16, 17

Lansdowne Avenue.....18
 Lawrence Avenue.....19, 21
 Lawrence Station.....21
 Lawson Road.....21
 Leaside Bridge.....19
 Lebovic Avenue.....18
 Leslie Street.....12, 19
 Liberty district.....20
 Littles Road.....26
 Lloyd Manor Road.....20
 Long Branch Loop.....17

M

Manitoba Drive.....20
 Marine Parade.....17
 Marlee Avenue.....18
 Martin Grove Road.....28
 McCowan Road.....24
 McLevin Avenue.....22
 McNicoll Avenue.....11
 McRae Drive.....17
 Middlefield Road.....22
 Midland Avenue.....22
 Millwood Road.....17
 Mississauga Transit.....16
 Moore Avenue.....17
 Morningside Avenue.....20, 26
 Morningside Heights.....11
 Morningview Trail.....26

N

Neilson Road.....11
 Northern Dancer Boulevard.....16

O

O'Connor Drive.....18
 Old Finch Avenue.....26
 Overlea Boulevard.....19

P

Palace Pier Court.....17
 Pearson Airport.....10
 Pharmacy Avenue.....18
 Port Union Road.....21
 Princess Margaret Boulevard.....20
 Progress Avenue.....24

Q

Queen Street.....15, 16, 18
 Queen's Plate Drive.....15

R

Rainsford Road.....16
 Rangoon Road.....13
 Rathburn Road.....13, 20
 Rexdale Boulevard.....15
 Richmond Street.....17

Rogers Road.....27
 Roselawn Avenue.....18
 Rouge Hill GO Station.....21
 Rouge River.....11
 Rustic Road.....19

S

Scarborough Centre Station.....24, 27
Service Improvements for 2000-2001
11, 15, 17, 18, 21, 25, 26, 27
Service Improvements for 2002.....10
 Shaw Street.....20
 Sheffield Street.....19
 Sheppard Avenue.....25
 SHEPPARD subway.....7
 Sherway Gardens.....14, 27
 Skyway Avenue.....13
 Springhurst Avenue.....18
 St. Albans Road.....11
 Staines Road.....11
 Steeles Avenue.....27, 28
 Strachan Avenue.....20
 Sutherland Drive.....17

T

T1-New.....10
 Terminal 2.....10
 Terminal 3.....10
 Thorncliffe Park Drive.....19
 Triton Road.....24
 Tycos Drive.....18

V

Vanderhoof Avenue.....12, 19
 Victoria Park Avenue.....15

W

Warden Avenue.....27
 Wellesworth Drive.....13
 West Mall.....13
 Weston Road.....27
 Westwood Mall.....15
 Wicksteed Avenue.....12, 19
 Wilson Avenue.....21
 Wilson Station.....19
 Wingold Avenue.....18
 Winners Circle.....16
 Woodbine Avenue.....16
 Woodbine Entertainment Group.....15
 Woodbine Racetrack.....15

Y

Yonge Boulevard.....21
 Yonge Street.....21
 YONGE-UNIVERSITY-SPADINA subway.....7, 10
 York Mills Station.....21